

# TRIAL EXHIBIT 34



## Using Proactive Outreach Manager

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# Chapter 1: Introduction

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## Purpose

This document describes the general information about and procedures for using Avaya Proactive Outreach Manager.

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## Intended audience

This document is intended for users who are responsible for using Avaya Proactive Outreach Manager.

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## Related resources

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## Documentation

For information on feature administration, interactions, considerations, and security, see the following POM documents available on the Avaya Support site at <http://www.avaya.com/support>:

Title	Description	Audience	Document location
<i>Proactive Outreach Manager Overview and Specification</i>	Provides general information about the product overview and the integration with other products.	Users	The latest PDF is available on the Avaya Support site at <a href="#">Proactive Outreach Manager Overview and Specification</a> .
<i>Implementing Proactive Outreach Manager</i>	Provides information about installing and configuring Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the Avaya Support site at <a href="#">Implementing</a>

## Introduction

Title	Description	Audience	Document location
			<a href="#">Proactive Outreach Manager</a> .
<i>Upgrading Proactive Outreach Manager</i>	Provides information about upgrading Proactive Outreach Manager.	Implementation engineers	The latest PDF is available on the Avaya Support site at <a href="#">Upgrading Proactive Outreach Manager</a> .
<i>Developer's Guide for Proactive Outreach Manager</i>	Provides information about the methods and properties used for the Web interface of Proactive Outreach Manager, and various custom classes and application files.	System administrators Implementation engineers Users	The latest PDF is available on the Avaya Support site at <a href="#">Developer Guide for Proactive Outreach Manager</a> .
<i>Troubleshooting Proactive Outreach Manager</i>	Provides general information about troubleshooting and resolving system problems, and detailed information about and procedures for finding and resolving specific problems.	System administrators Implementation engineers Users	The latest PDF is available on the Avaya Support site at <a href="#">Troubleshooting Proactive Outreach Manager</a> .
<i>Avaya Aura® Contact Center — Proactive Outreach Manager Integration</i>	Provides conceptual and procedural information about the integration between Avaya Aura® Contact Center (AACC) and Proactive Outreach Manager (POM). Describes the tasks required for AACC and POM integration.	Users	The latest PDF is available on the Avaya Support site at <a href="#">Avaya Aura® Contact Center — Proactive Outreach Manager integration</a>

You must install Avaya Aura® Experience Portal before you install POM. You will find references to Avaya Aura® Experience Portal documentation at various places in the POM documentation.


## Training

The following courses are available on the Avaya Learning website at [www.avaya-learning.com](http://www.avaya-learning.com). After logging in to the website, enter the course code or the course title in the **Search** field and click **Go** to search for the course.

To earn the 3309 ACSS — Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance credential, take these courses and exam:

 **Note:**

Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.

Course code	Course title
Virtual campus path: Implementation, Maintenance, Troubleshooting and Administration course:	
5C00040E	Knowledge Access: ACSS — Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager
The following administration course content is included in the 5C00040E. For administration only courses take the following:	
5C00020E	Knowledge Access: Avaya Aura® Experience Portal Administration
5C00050E	Knowledge Access: Avaya Proactive Outreach Manager Administration and Configuration
Traditional Training Path: Implementation, Maintenance and Troubleshooting courses and exam: Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager- Choose 5C00092I/V OR take the 4C00100I/V and 5C00090I/V courses:	
5C00092I	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
5C00092V	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Installation, Maintenance and Troubleshooting Essentials
4C00100I	Avaya Aura® Experience Portal Implementation
4C00100V	Avaya Aura® Experience Portal Implementation
Implementation, Maintenance and Troubleshooting courses and exam:	
5C00090I	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting
5C00090V	Avaya Aura® Experience Portal, Avaya Aura® Orchestration Designer, Avaya Proactive Outreach Manager Maintenance and Troubleshooting
Administration courses:	
4C00101W	Avaya Aura® Experience Portal Administration
4C00074W	Avaya Proactive Outreach Manager (POM) Administration and Configuration
To earn the 3309 ACSS —Avaya Aura® Experience Portal with Avaya Proactive Outreach Manager Implementation and Maintenance credential, take these courses and exam:	
<p> <b>Note:</b></p> <p>Earning the certification is not mandatory. You can take the courses to gain knowledge about the product and need not take the exam.</p>	
3309	Avaya Aura® Experience Portal with POM Implementation and Maintenance Exam

## Avaya Mentor videos

Avaya Mentor videos are available to provide technical content on how to install, configure, and troubleshoot Avaya products.

## Introduction

Videos are available on the Avaya support site, listed under the video document type, and on the Avaya-run channel on YouTube.

To find videos on the Avaya support site, select the product name, and check the *videos* checkbox to see a list of available videos.

### **Note:**

Videos are not available for all products.

To find the Avaya Mentor videos on YouTube, go to <http://www.youtube.com/AvayaMentor> and perform one of the following actions:

### **Procedure**

- Enter a key word or key words in the Search Channel to search for a specific product or topic.
- Scroll down Playlists, and click the name of a topic to see the available list of videos posted on the site.

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## Support

Visit the Avaya Support website at <http://support.avaya.com> for the most up-to-date documentation, product notices, and knowledge articles. You can also search for release notes, downloads, and resolutions to issues. Use the online service request system to create a service request. Chat with live agents to get answers to questions, or request an agent to connect you to a support team if an issue requires additional expertise.

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## Warranty

Avaya Inc. provides a 90-day limited warranty on Proactive Outreach Manager. Refer to your sales agreement or other applicable documentation to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as details regarding support for Proactive Outreach Manager, while under warranty, is available on the support Web site at <http://www.avaya.com/support>.

## Chapter 2: POM home page field descriptions

Use this page to customize the view for the POM Home page. You can specify and customize POM Home page to display selected views, set page auto refresh rate, change display layout, and the view skins.

**\* Note:**

Depending on the user role and the privileges assigned for campaigns, contact lists, agent monitor view, and all favorite links, the system displays the POM Home page views. The POM Home page restricts the organization level data for campaigns, contact list counts. You might need to refresh the POM Home page to display the complete data on the home page.



Field or Button	Description
<b>Customize Users View:</b> Use to customize POM Home page to display selected views, set page auto refresh rate, change display layout, and the view skins.	
<b>Select View</b>	<p>You can choose to display the number of views to see on the home page. You can select one or more from the following:</p> <ul style="list-style-type: none"> <li>• Campaigns</li> <li>• Contact List</li> <li>• Agents</li> <li>• Favorites</li> </ul>
<b>Auto Refresh Rate</b>	<p>Use to specify the auto refresh rate for the page in seconds. Depending on the value you specify here, the system refreshes the home page at that interval. You can set a minimum value of 3 seconds. Avaya recommends you set the value to 10 seconds.</p> <p>When you login to POM system from the Web interface for the first time, the system displays the agent details as 0 (zero). The system displays the agent details after the first poller interval.</p>
<b>Select Skin Type</b>	You can choose the skin type as either Simple Skin or Standard Skin.
<b>Change Layout</b>	Use to change the layout as either Single Column or Two Column.
<b>Save</b>	Use to make the changes permanent.
<b>Customize Campaigns View:</b> Use to customize campaign views by selecting campaign state and the date-time period. Campaign view shows the selected items. In the Campaign view, an item represents with Count of resulted query and Label you give. You can click count (number) of result. For Running / Paused state	

## POM home page field descriptions

Field or Button	Description
	campaign items, the campaign view opens POM Monitor – Multiple Campaign Summary Details. For Campaign Scheduled, the campaign view shows a pop-up window with detail of information.
<b>Add Item</b>	Use to specify a date, state, and a label to add an item to the display.
<b>Display Text</b>	Use to specify a name for the item you choose to add.
<b>Campaign State</b>	Use to specify the campaign state to choose filter the view. You can choose the state as: <ul style="list-style-type: none"> <li>• Running</li> <li>• Paused</li> <li>• Completed</li> <li>• Scheduled</li> </ul>
<b>Select Date</b>	You can choose to select the period from which to display the records. You can specify values as either: <ul style="list-style-type: none"> <li>• Between: Specify a <b>Start Date</b> and <b>End Date</b></li> <li>• Predefined Values: You can define the values from: <ul style="list-style-type: none"> <li>- All</li> <li>- Today</li> <li>- Yesterday</li> <li>- Tomorrow</li> <li>- This Week</li> <li>- Next Week</li> <li>- Last Week</li> <li>- This Month</li> <li>- Next Month</li> <li>- Last Month</li> </ul> </li> </ul>
<b>Add</b>	Use to add the item.
<b>Displayed Items:</b> Campaign View displays these items. At a time you can choose maximum 5 items to display. You can choose to Show, Hide, or Delete item from Campaign View.	
You can show, hide, or delete the following items: <ul style="list-style-type: none"> <li>• Campaign(s) started today and in running state</li> <li>• Campaign(s) in completed state for today</li> <li>• Campaign(s) started today and in paused state</li> <li>• Campaign(s) scheduled today</li> </ul>	
<b>Save</b>	Use to save the Campaign View.
<b>Customize Contact List View:</b> Use to customize contact list views by selecting state and the date-time period. Contact List view shows the selected items. In the Contact List View, an item represents with Count	

Field or Button	Description
	of resulted query and Label you give. You can click count (number) of Contact List(s) Update Scheduled which show a pop-up window with detail of information.
<b>Add Item</b>	Use to specify a date, state, and a label to add an item to the display.
<b>Display Text</b>	Use to specify a name for the item you choose to add.
<b>Contact List State</b>	Use to specify the campaign state to choose filter the view. You can choose the state as: <ul style="list-style-type: none"> <li>• Running</li> <li>• Paused</li> <li>• Completed</li> <li>• Scheduled</li> </ul>
<b>Select Date</b>	You can choose to select the period from which to display the records. You can specify values as either: <ul style="list-style-type: none"> <li>• Between: Specify a <b>Start Date</b> and <b>End Date</b></li> <li>• Predefined Values: You can define the values from: <ul style="list-style-type: none"> <li>- All</li> <li>- Today</li> <li>- Yesterday</li> <li>- Tomorrow</li> <li>- This Week</li> <li>- Next Week</li> <li>- Last Week</li> <li>- This Month</li> <li>- Next Month</li> <li>- Last Month</li> </ul> </li> </ul>
<b>Add</b>	Use to add the item.
<b>Displayed Items:</b> Contact Lists View displays these items. At a time you can choose maximum 5 items to display. You can choose to Show, Hide, or Delete item from Contact List View.	
You can show, hide, or delete the following items: <ul style="list-style-type: none"> <li>• Contactlist(s) updates started today and running state</li> <li>• Contactlist(s) updates completed today.</li> <li>• Contactlist(s) updates started today and paused state</li> <li>• Contactlist(s) updates scheduled today</li> </ul>	
Contact List View does not show the entries for deleted or emptied contact list, when you empty the contact list using the <b>Empty Contact List</b> on the Contact List page.	
<b>Save</b>	Use to save the Campaign View.

## POM home page field descriptions

Field or Button	Description
<b>Customize Agent Details View:</b>	Use to customize the agent views by selecting agent details and agent state. Agent View shows the selected items. In the Agent view, an item represents with Count of resulted query and Label provided by user. User can click count (number) of result which opens POM Monitor (Active Agent View)
	In the Agent view, if user clicks on count (number) of Agent Details following data displayed in a pop-up:
	Logged In Agents
	Inbound Agents
	Outbound Agents
	Agents in ready state and not assigned jobs.
	Agents in not ready state and not assigned jobs.
	Agents in ready state and assigned jobs.
	Agents in not ready state and assigned jobs.
	You can click count (number) of result which opens POM Monitor (Active Agent View).
 <b>Note:</b>	If the agent count exceeds 800 agents assuming the agent ID is 8 character long, the system disables link on the number of agents. You cannot navigate to the POM Monitor using the link. After the number of agents decreases, the system enables the link automatically and you can use the link to navigate to the POM Monitor.
<b>Add Item</b>	Use to specify a date, state, and a label to add an item to the display.
<b>Display Text</b>	Use to specify a name for the item you choose to add.
<b>Select Agent</b>	Use to select the agent based on either the ID or the extension. The system displays another list from where you can choose the ID or the extension.
<b>Agent State</b>	Use to select the agent state. You can choose one of the values from: <ul style="list-style-type: none"> <li>• Ready</li> <li>• Busy</li> <li>• After Call Work</li> <li>• Not Ready</li> </ul>  <b>Note:</b> The Not Ready state on POM Home page also includes the Pending Not Ready agents.
<b>Save</b>	Use to save the Agent View.
<b>Customize Favorites View:</b>	Use to show or hide the Favorite links. You can choose to display one or more of the following links: <ul style="list-style-type: none"> <li>• Agent Address Book</li> <li>• Contact List</li> <li>• DNC List</li> <li>• Completion Codes</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"><li>• Campaign Restrictions</li><li>• POM Settings</li><li>• POM Manager</li><li>• Global Phone Number Reject Patterns</li></ul>

## Chapter 3: New in this release

### New features

- Unified system for agent-based and agent-less communication
- Agent-based dialing with preview, progressive, and predictive dialing modes
- Inbound and outbound agent blending
- Agent API for desktop development
- 2-way SMS and email
- Agent less communications while integrating with CC Elite or AACC for skill-based pacing
- Agent-based communication while integration with CC Elite and AACC
- Real time and historical reports for campaign and the agent utilization
- Call recording with Avaya Contact Recorder (ACR)
- Zones and georedundancy

### Other changes

- Communication Server 1000– certification for automated notification campaigns
- VMware certified

# Chapter 4: Agents, agent states, call states, and job states

## Agents

An agent is a person who handles incoming or outgoing calls for a business. A contact center agent might handle account inquiries, customer complaints, or the support issues.

POM manages the agents by implementing a state machine for each agent. Through Agent APIs, POM also provides a way to login these agents. When an agent logs in to POM, POM stores the logged in agent and manages the agent lifecycle through an agent session. The system creates an agent session when an agent logs in and ends when the agent logs out. In one agent session, the agent can either get attached to various agent-based campaigns or can serve inbound calls as a blended agent. POM Monitor facilitates the administration and management of these agents. Through POM Monitor, administrator cannot only view the current statistics of an agent, but can also control the agent statistics.

You can view different agent properties through the POM Monitor. The important properties are agent skills, zone, time-zone, locale, and agent extension and agent states. Apart from agent states, it specifies the other properties in Login command, which marks the beginning of an agent session, while the agent states are runtime property and you can view on POM Monitor and managed by POM.

Agent's state is a collection of sub states that include Agent State, Call State, and Job State. Agent State includes Ready, Not Ready, Pending Not Ready, Logout, Busy, Work Not Ready, Unknown states. Agent state broadly divides whether an agent is working or idle with not taking any calls. Call state includes Idle, Talking, Callback, Conference Owner, Conference Passive, Consult, Preview, Wrapup. Job State can be Job Attached, Job Detached, Job End, Pending Inbound, Job Inbound, Pending Manual Inbound, Pending Job Movement, Pending Job Attach.

## Agent states

- *Ready*: When an agent logs in and sends *Ready* command from desktop, POM puts the agent in *Ready* state. The agent is available to take calls. If an agent is attached to a campaign and contacts in that campaign are there, POM connects calls to such agents.
- *Pending Not Ready or Not Ready*: When an agent sends a *NotReady* command from agent desktop, POM puts the agent into Not Ready state. On getting request from desktop POM can move that agent to not ready state. The agent is unavailable to take calls. On receiving this command from desktop, POM makes sure that it excludes this agent from available agent pool and it does not give further calls to the agent. An agent can send this command anytime, so if the agent is already busy with a customer call, POM puts such agent in *Pending Not Ready* state. When the agent's current work is over, it moves the agent to *Not Ready* state. However, through this command an agent can also change the reason for going to *Not Ready* state. Issuing this command in *Not Ready* state with new reason code can change the reason of the

Agents, agent states, call states, and job states

*Not Ready* state. Agent desktop can send request to move an agent to *Not Ready* state with walkaway status if agent is not doing any activity on desktop. In such case POM generates a major alarm P\_POMAGT16. For more information about the alarm, see *Troubleshooting Proactive Outreach Manager*.

- *Log Out*: When an agent sends Logout command from desktop, POM puts the agent in the logout state. POM permits only *Not Ready* agents to logout. However, under some circumstances POM also permits a pending logout of an agent through *Pending Logout* command. This command is for integrated desktops that can communicate with contact center. If such desktops find that the agent does not have any outbound skills, then such desktops can send this command to logout the agent.
- *Busy*: This state indicates that an agent is interacting with the customer. In this state, the agent call states can be either *Talking*, *Dialing*, *Preview*, *ConferenceOwner*, *ConferencePassive*, *Consult*, or *Callback*.
- *Work Not Ready*: When an agent or the customer ends up a customer call, agent wants to update customer call information in to system. An agent can do this when the agent is in wrapup state. When the customer call ends, either by the agent or by the customer, POM puts the agent in *Wrapup* and *Work Not Ready* state. If nailing of an agent drops while the agent was *Busy*, then also agent goes into *Wrapup* and *Work Not Ready* state. For more information about nailing, see *Proactive Outreach Manager Overview and Specification Guide*.

## Agent call states

Agent call states broadly represents the states in which the customer occupies the agent. The different call states are:

- *Idle*: This state represents that agent is available for POM system to connect with customer call.
- *Preview*: This state represents that the POM system has offered a preview of customer data to agent and agent can be in next possible states as either *Dialing* or *Wrapup*, that depends on whether agent accepts or rejects the customer preview. POM receives the *Preview Dial* command when the agent accepts the preview in desktop, while *Preview Cancel* command is sent when agent cancels to dial the customer using offered preview.
- *Callback*: This state represents the agent has a preview of customer data who has requested a callback. Similar to preview state it also has the same set of next state as either *Dialing* or *Wrapup*. You can send *Preview Dial* and *Preview Cancel* commands after this state from the agent desktop depending on whether agent decide to dial the customer or reject the preview respectively.
- *Talking*: This state tells that the agent is on the call with the customer. While agent is in *Preview* or *Callback* states, and decides to dial the customer and customer picks up the call, then agent goes into *Talking* state. In *Progressive* or *Cruise Control* type of campaigns the agent directly goes into *Talking* state from *Idle* state. In such campaigns, the system launches the call and after detecting a live voice, the system connects the agent with the call. POM displays the *Talking* state as *Call Connect*. Agent Activity Details report. An agent can also choose to redial a customer call in the *Wrapup* state. If the call succeeds, POM again puts the agent in *Talking* state. In this case, it displays the *Talking* state as *Call Connect* in the POM Agent Activity Details report.
- *Hold*: This state displays when the agent has put the customer call on hold. The agent can send a *Hold Call* command from desktop to put a customer call on hold. When customer call is on hold, the system plays the application configured in campaign strategy for hold. The agent can also send a *Unhold* command from desktop to unhold the customer call. The unhold

command changes the agent state from *Hold* to *Talking*. The system stops playing the hold application. When the agent is a *ConferenceOwner* of a conference, the agent can put the customer call on *Hold*. This situation is similar to *Consult* where the agents can talk with each other while the customer is on hold.

- *Consult*: Consult is the state when agent talking with customer tries to consult another agent or external party for consultation. An agent can send *Consult* command from desktop to initiate a consult. If the other agent is already busy with a customer call, the agent gets a pending consult request. POM makes sure that it gives this pending consult to the agent when agent finishes the current work. At most an agent can have maximum of two pending consults request while agent is busy with other customer call. If the other agent is in *Idle* state then it directly takes the agent to a *Consult* state. During an active consult, customer call is on hold and hold music is played.

With the aid of this pending consult notification other agent gets to learn about a pending activity. The agent then can either expedite up the current call or can reject the pending consult request.

The agent manager cannot identify passive agent nailing. The owner agent of the consult or conference can release the passive agent from the conference if the nailing drops. When passive agent loses nailing, the owner agent knows as the voice of passive agent also drops. In such a case the owner can either cancel the consult or end the conference depending on whether the agents are in consult or conference, respectively. When such action occurs the passive agent comes out of the consult or conference.

If you are using Avaya Aura Agent Desktop (AAD) to access agent functionality, and the agent initiates a consult with another agent, then it shares the details pertaining to the customer and the agent notes with the consult recipient agent when the conference is completed, not during the consult phase. For more information about agent behavior, see *Agent Desktop User Guide*.

- *Transfer or Conference*: POM supports only consultative transfers and the conferences. Both parties must be in consult state before initiating transfer or conference while customer call is on hold. After this state an agent can go either in transfer or conference state. Agent can send transfer command to transfer the current customer call to another agent. After the call is transferred successfully to other agent, the initiator goes into "Idle" state to take next calls and the other agent becomes the owner of that customer call. The responsibility of wrapping up customer call also lies with the owner agent. In this case, it displays the talking state as Call Continue(transferred) in the POM Agent Activity Details report. On the other hand, if the consulted party is external number the initiator goes into wrapup state and the responsibility of wrapping up customer call lies with the initiator. Similarly agent can send conference command to conference with other agent. POM supports three party conference only which includes two agents and one customer only. After the conference is successful, the initiator goes in to Conference Owner state and the other agent goes in to conference passive state.
- *ConferenceOwner or ConferencePassive*: The agent who initiate the conference request is *ConferenceOwner*. The agent who accepts the conference request is *ConferencePassive*. The conference owner can change the ownership of conference by sending Change conference ownership command. The conference owner can make other agent as owner of this conference. The call wrapup responsibility lies with conference owner always. At any point of time in the conference, either of the agents can end the conference. Ending the conference takes the passive agent to Idle state where it can take next calls, while the owner goes into Talking state and the owner can wrapup the call. Similarly, if customer drops the call in a conference the conference ends and the owner goes into *Wrapup* state, while passive agent goes to Idle state and take next calls.

Agents, agent states, call states, and job states

The agent manager cannot identify passive agent nailing. The owner agent of the consult or conference can release the passive agent from the conference if the nailing drops. When the passive agent loses nailing, the owner agent knows as the voice of passive agent also drops. In such a case the owner can either cancel the consult or end the conference depending on whether the agents are in consult or conference respectively. The passive agent comes out of the consult or conference as a result.

- **Wrapup:** Wrapup is the state where agent gets some time to add some feedback about the customer and give the proper disposition to the call. POM sends a list of custom completion codes that are associated with the campaign of which the agent processes the contact. Among these completion codes, one of these completion codes, is a default completion code that is defined in the campaign strategy. If agent failed to update completion code in given wrapup time then POM automatically updates the default completion code, moving the agent to idle state for taking next calls. POM sends the configured wrapup time and number of wrap time extension. An agent can have to dispose the call when agent is in wrapup state. However, from POM's perspective it is a guideline and to implement this timer and number of wrap time extension are the obligations of desktop. When, desktop sends Wrapup Contact command, either self-generated because of expiry of timer or agent initiated, POM makes this agent available for next calls by taking by taking the agent to Idle state.

**\* Note:**

The system can show an agent in Wrapup state even if the agent is talking with the customer, if the agent desktop shuts down abnormally and the desktop has already invoked AGTSaveAgentForHA command. For more information about the AGTSaveAgentForHA command, see *Proactive Outreach Manager Developer Guide*.

- **Dialing:** When the agent accepts the preview on desktop, it sends the preview dial command to POM, changing the agent call state to *Dialing*. The agent can also be in the Dialing state on redial.

## Job states

The agent job states represent the agent state related to job-task to which the agent is attached. A job-task in POM is an entity that consists of Job ID, Action Name, and Zone Name. POM distributes the Agent licenses at these job-tasks level. Hence, these states also affect the licensing and have impact on the nailing of an agent. For more information about nailing, see *Proactive Outreach Manager Overview and Specification Guide*.

- **JobAttached:** JobAttached is the state when agent is assigned to a job.
- **JobDetached:** JobDetached is the state when agent removed from the job.
- **JobEnd:** JobEnd is the state when the job task removes the agent. The agent can be put in Job End state when:
  1. Campaign pauses or ends
  2. Agent is moved from one job to another
  3. When the system donates the agent to other job because of limited number of available agents.

**\* Note:**

Job End does not mean that the running job is finished or terminated. Job End means that an agent is no longer associated with the job. Hence the job for the specific agent ends.

- **JobInbound:** JobInbound is the state when the agent is released from Outbound activity. Agent Manager does not assign any job to such agents. Hence agent is free to take inbound calls.

The system can put the agent in this state either when administrator invokes *Release from Outbound* command from the POM Monitor, or the blender component of the system invokes the command *BlendToInbound* for a particular agent. For more information about blending, see *Proactive Outreach Manager Overview and Specification*.

- *Pending Inbound*: Pending Inbound is the state when the agent is marked for inbound, but the transition is not complete as agent is busy with the current outbound call. Pending Inbound is a transition state.
- *Pending Outbound*: Pending Outbound is the state when agent is marked for outbound, but the transition is not complete as agent is busy with the inbound call. Pending Outbound is a transition state.
- *Pending Manual Inbound*: Pending Manual Inbound is the state when an agent is moved from outbound to inbound manually. This command is given on POM Monitor and through JMS it is communicated to PAM. The agent, if busy, is kept in this state until the current call ends. Then the state is transitioned to JobInbound. The command can be given for any agent from POM Monitor. If the agent is idle than this transition is immediate otherwise a supervisor can see this job state in the POM Monitor under the job state of an agent. The system can ignore the command *Release From Outbound* in some scenarios such as:
  1. The agent has some pending activity such as PendingCallback or PendingConsult.
  2. During HA of the agent manager.
  3. If JMS is not functional.

For such scenarios, the system raises an event P\_POMAGT50. For more information about the event, see *Troubleshooting Proactive Outreach Manager*.

- *Pending Manual Job Movement*: Pending Manual Job Movement is the when an agent is moved from one outbound job to another outbound job. If agent currently busy talking with customer, is kept in this state until the current call ends. Then the state is transitioned to Job Attached state. These parameters must be filled by supervisor with caution as the movement is bound to create repercussions in the system and system tries to move some other agent to the job to which this agent was associated to fill the shortage of this agent. Hence, you must change all parameters in one go.
- *Pending Job Attach*: Pending Job Attach is the state when agent is associated with the job. When a nailing request is sent for an agent that is selected to attach with a respective job, this state is temporary state and once agent is nailed the agent job state changes to Job Attached.

# Chapter 5: User Management

## About roles

Use the Roles page to add roles specific to Proactive Outreach Manager (POM) and change or delete a custom role. You can use the Experience Portal Management System (EPM) interface to add, change, and delete user accounts. You can assign various roles and privileges to different users. Also, you can specify the security options for all users. Using the parameters you configure from the Lightweight Directory Access Protocol (LDAP) settings, EPM gains access to the user accounts in your corporate directory. For more details, see *Administering Avaya Aura® Experience Portal*.

On the roles page, you can view the three POM-specific roles:


- POM Administration
- POM Campaign Manager
- Org POM Campaign Manager

**\* Note:**

The Org POM Campaign Manager role is visible only if you enable multitenancy. If you have a global administration role, ensure that you do not make changes to any other elements such as campaigns, contact lists, campaign strategies, agent scripts that belong to an organization.


The following table lists all privileges for individual roles:

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
<b>POM Configuration:</b>			
<b>POM Real Time Monitor:</b>			
<b>Campaigns View:</b>			
Pause Campaign	No	Yes	Yes
Resume Campaign	No	Yes	Yes
Stop Campaign	No	Yes	Yes
<b>Contacts Data Import View:</b>			
Pause Contacts Data Import View	No	Yes	Yes
Resume Contacts Data Import View	No	Yes	Yes

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
Stop Contacts Data Import View	No	Yes	Yes
<b>View Agent View:</b>			
View License	No	Yes	Yes
View Zone Failover Settings	No	Yes	Yes
Allow Zone Failover	No	No	No
View Inbound Skills	No	Yes	Yes
<b>POM Home:</b>			
<b>Campaigns:</b>			
Add Campaign	No	Yes	Yes
Change Campaign	No	Yes	Yes
Delete Campaign	No	Yes	Yes
Run Now	No	Yes	Yes
Pause Campaign Schedule	No	Yes	Yes
Resume Campaign Schedule	No	Yes	Yes
Delete Campaign Schedule	No	Yes	Yes
WFO Recording	No	Yes	Yes
<b>Campaign Attributes:</b>			
Add Campaign Attribute	No	Yes	Yes
Edit Campaign Attribute	No	Yes	Yes
Delete Campaign Attribute	No	Yes	Yes
<b>Agent Attributes:</b>			
Add Agent Attribute	No	Yes	Yes
Edit Agent Attribute	No	Yes	Yes
Delete Agent Attribute	No	Yes	Yes
<b>Campaign Strategy:</b>			
Add Campaign Strategy	No	Yes	Yes
Change Campaign Strategy	No	Yes	Yes
Delete Campaign Strategy	No	Yes	Yes
 <b>Note:</b>			

## User Management

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
<p>If you create a custom role using POM Campaign Manager as the base role and assign the Add Campaign Strategy privilege to the custom role, the system automatically assigns the Change Campaign Strategy privilege. However, the system does not indicate the change on the screen.</p> <p>If you assign the Change Campaign Strategy privilege to the custom role, the system does not automatically assign the Add Campaign Strategy privilege.</p>			
<b>Agent Scripts:</b>			
Add Agent Scripts	No	Yes	Yes
Change Agent Scripts	No	Yes	Yes
Delete Agent Scripts	No	Yes	Yes
<b>Completion Codes:</b>			
Add Completion Codes	No	Yes	Yes
Change Completion Codes	No	Yes	Yes
Delete Completion Codes	No	Yes	Yes
<b>Campaign Restrictions:</b>			
Change Campaign Restrictions	Yes	No	No
<b>Contacts:</b>			
<b>Contact List:</b>			
Add Contact List	No	Yes	Yes
Change Contact List	No	Yes	Yes
Delete Contact List	No	Yes	Yes
Empty Contact List	No	Yes	Yes
Associate Organizations with Contact Lists	No	Yes	No
Associate Attributes with Contact Lists	No	Yes	No
Show All Contacts	No	Yes	Yes
Run Now	No	Yes	Yes
<b>Contact Data Sources:</b>			
Add Contact Data Source	No	Yes	Yes
Change Contact Data Source	No	Yes	Yes
Delete Contact Data Source	No	Yes	Yes
Schedule Contact Data Source	No	Yes	Yes
<b>Attributes:</b>			

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
Add Attribute	No	Yes	Yes
Change Attribute	No	Yes	No
Delete Attribute	No	Yes	Yes
Associate Attribute	No	Yes	No
Generate CSV template	No	Yes	Yes
<b>DNC Data Sources:</b>			
Add DNC Data Source	No	Yes	Yes
Change DNC Data Source	No	Yes	Yes
Delete DNC Data Source	No	Yes	Yes
Run Now	No	Yes	Yes
Schedule DNC Data Source	No	Yes	Yes
<b>DNC Addresses:</b>			
Add DNC Address	No	Yes	Yes
Delete DNC Address	No	Yes	Yes
Search DNC Address	No	Yes	Yes
<b>Configurations:</b>			
<b>Global Configurations:</b>			
Change Configurations	Yes	No	No  <b>Note:</b> When you create a custom role using Org POM Campaign Manager role as the base role, POM displays the global configurations as view-only. The custom role does not have the permissions to change the global configurations.
<b>POM Servers:</b>			
Add POM Server	Yes	No	No
Change POM Server	Yes	No	No
Delete POM Server	Yes	No	No

## User Management

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
Change POM Global Settings	Yes	No	No
<b>POM Manager:</b>			
Start POM Server	Yes	No	No
Stop POM Server	Yes	No	No
<b>Outbound Settings:</b>			
Add Voice Server	Yes	No	No
Change Voice Server	Yes	No	No
Delete Voice Server	Yes	No	No
<b>Licensing:</b>			
Change Licenses	No	No	No
<b>Zone Configuration:</b>			
Change Zone Configuration	No	No	No
<b>Purge Schedules:</b>			
Change Purge Schedules	Yes	No	No
<b>Phone Formats:</b> Use phone formats to change the global reject pattern, country setting, phone reject pattern, time zone area code mapping, and dialing rule.			
<b>Global Phone Reject Pattern:</b>			
Add Global Phone Reject Pattern	Yes	No	No
Change Global Phone Reject Pattern	Yes	No	No
Delete Global Phone Reject Pattern	Yes	No	No
<b>Country Setting:</b>			
Add Country Setting	Yes	No	No
Change Country Setting	Yes	No	No
Delete Country Setting	Yes	No	No
<b>Phone Reject Pattern:</b>			
Add Phone Pattern	Yes	No	No
Change Phone Pattern	Yes	No	No
Delete Phone Pattern	Yes	No	No
<b>Time Zone Area Code Mapping:</b>			
Add Time Zone Area Code Mapping	Yes	No	No

Privileges and roles	POM Administration role	POM Campaign Manager role	Org POM Campaign Manager role
Change Time Zone Area Code Mapping	Yes	No	No
Delete Time Zone Area Code Mapping	Yes	No	No
<b>Dialing Rule:</b>			
Add Dialing Rule	Yes	No	No
Change Dialing Rule	Yes	No	No
Delete Dialing Rule	Yes	No	No
<b>Agent, CTI, CMS, and CCElite:</b>			
Add Agent, CTI, CMS, and CCElite	Yes	No	No
Edit Agent, CTI, CMS, and CCElite	Yes	No	No
Delete Agent, CTI, CMS, and CCElite	Yes	No	No
<b>Security:</b>			
<b>Reports:</b>			
<b>Standard:</b>			
POM Detail Reports	No	Yes	Yes
POM Summary Reports	No	Yes	Yes

## Adding users

### Procedure

1. In the left pane of the Adding users page, select **User Management > Users**.
2. Click **Add**.
3. Specify a user name.
4. Select **Yes** or **No** next to **Enable** to enable the user.
5. Select the **Roles** check boxes. You can select more than one role and assign the roles to a particular user.
6. Enter the password.
7. Re-enter the password.
8. Click **Save** to add the user.

---

## Changing users

### Procedure

1. In the left pane of the Changing users page, select **User Management > Users**.
2. Click the user whose privileges you want to change.
3. Select **Yes** or **No** next to **Enable** to enable the user.
4. Select the **Roles** check boxes. You can select more than one role and assign the roles to a particular user.
5. Enter the password.
6. Re-enter the password.
7. Click **Save** to make the changes permanent.

---

## Adding a new role

Use the Adding A New Role page to add POMspecific roles and to change or delete an existing custom role. The three POM-specific roles are:

- POM Administration role
- POM Campaign Manager role
- Org POM Campaign Manager role

### Procedure

1. In the left pane of the Adding a new role page, select **User Management > Roles**.
2. Click **Add**.
3. Specify a name for the role.
4. Select any one of the existing roles on which to base the new role.

 **Note:**

You can view the Org POM Campaign Manager role only if you enable multitenancy.

5. Click **Continue**.

The new role gets all privileges of the base role. You can create a custom role by using a base role and then add or change some privileges.

6. Click **Apply** to apply the privileges to the role.
7. Click **Save** to save the role.

---

## Deleting roles

### Procedure

1. In the left pane of the Roles page, select **User Management > Roles**.
2. On the Roles page, select the role to delete.
3. Click **Delete**.



# Chapter 6: Licensing

## Licensing page field descriptions

The Experience Portal Management System (EPM) contacts an Avaya WebLM server regularly to determine the number of licenses that are authorized for the system.

The EPMS plug-in gets the licenses from Avaya Aura® Experience Portal and distributes them periodically and equally between all online Avaya Aura® Experience Portal servers.

This page displays the Proactive Outreach Manager server license information.

Field or Button	Description
<b>Maximum Outbound Ports</b>	Displays the number of ports configured for outbound calls. You can configure up to 5000 ports.   <b>Important:</b>  Configure outbound ports equal to or less than the telephony ports configured in Avaya Aura® Experience Portal.
<b>Email Channels</b>	Email Channels is a boolean license. If you have email licenses then the value is non zero else the value is zero. The number corresponds to POM email licenses configured on the Avaya Aura® Experience Portal server.
<b>SMS Channels</b>	SMS Channels is a boolean license. If you have SMS licenses then the value is non zero else the value is zero. The number corresponds to POM SMS licenses configured on the Avaya Aura® Experience Portal server.
<b>Preview Agents</b>	Displays the number of ports configured for preview campaigns.
<b>Predictive Agents</b>	Displays the number of ports configured for predictive campaigns.
<b>Expiration Date</b>	The time stamp when the license expires.
<b>Version</b>	Current major version of POM.
<b>Last Successful Poll</b>	The time stamp of the last successful instance of POM poller.
<b>Last Changed</b>	The time stamp when the you make the last changes.
 <b>icon</b>	Use to edit the license information.


## POM License Settings page field descriptions

Field or Button	Description
<b>Maximum Outbound Ports</b>	<p>You can change the number of ports.</p> <ul style="list-style-type: none"> <li>• <b>Minimum:</b> The minimum number of outbound ports required.</li> <li>• <b>Maximum:</b> The maximum number of outbound ports required.</li> </ul> <p>The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the <i>System capacity</i>. For more information, see <a href="#">Zone licenses page field descriptions</a> on page 230.</p>
<b>Predictive Agents</b>	<p>You can change the total number of available predictive agent licenses.</p> <ul style="list-style-type: none"> <li>• <b>Minimum:</b> The minimum number of predictive agent licenses required.</li> <li>• <b>Maximum:</b> The maximum number of predictive agent licenses required.</li> </ul> <p>The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the <i>System capacity</i>. For more information, see <a href="#">Zone licenses page field descriptions</a> on page 230.</p>
<b>Preview Agents</b>	<p>You can change the total number of available preview agent licenses.</p> <ul style="list-style-type: none"> <li>• <b>Minimum:</b> The minimum number of preview agent licenses required.</li> <li>• <b>Maximum:</b> The maximum number of preview agent licenses required.</li> </ul> <p>The values you specify are the total licenses you can use. The system considers the maximum value you specify here as the <i>System capacity</i>. For more information, see <a href="#">Zone licenses page field descriptions</a> on page 230.</p>
<b>Save</b>	Use to save the settings.
<b>Apply</b>	Use to apply the settings.

## Editing POM License Settings

The Enterprise Portal Manager (EPM) contacts an Avaya WebLM server regularly to determine the number of licenses that are authorized for the system. The POM EPMS plug-in gets the licenses from Avaya Aura® Experience Portal and distributes them periodically and equally between all online POM servers.

### Procedure

1. From the left pane, select **Security > Licensing**.
2. Click the  icon from the POM license information.
3. Specify the number of ports configured for outbound calls.

## Licensing

### **Important:**

Configure outbound ports equal to or less than the telephony ports configured on the Avaya Aura® Experience Portal system.

4. Configure the predictive and preview ports.
5. Click **Save** to save the changes to the license information.
6. Click **Apply** to apply the changes to the license information.

# Chapter 7: Campaigns

---

## About campaigns

A campaign delivers a specific message to all contacts through selected channels such as email, SMS, voice, and custom.

POM provides a Web-based wizard to create agent-based campaigns or automated agentless campaigns. A campaign has a name, a campaign strategy, and one or more contact lists.

To run agent-based campaigns, a SIP connection is mandatory. Ensure you have enough SIP ports reserved for POM applications and campaigns.

### **Note:**

For agent-based campaign, for CCA to detect answer machine and then stop those calls from getting patched with live agent, ensure you disable the compliance timers. CCA also gets more time to detect answer machine or answer human which improves the detection percentage. For more information about compliance timers, see *Enable Compliance Timers* on [Media Servers and Media Specific Parameters page field descriptions](#) on page 47.

You can associate contact lists with campaigns. The campaigns run based on the records in the contact list. You can have more than one contact lists associated with a campaign.

Campaigns can be of two types: finite and infinite campaigns. Finite campaigns stop after processing all contacts or when the campaigns meet the specified finish criteria. An infinite campaigns does not stop after processing the contacts associated with it, You cannot specify a finish criteria for infinite campaign. You must stop the infinite campaign manually. Use infinite campaigns to send unplanned notifications, and insert contacts dynamically using POM Web services.

Optionally, you can set filter criteria on the contact lists. If you specify a filter criteria, POM applies the criteria at the beginning of a campaign and selects only those contacts meeting the specified criteria.

You can define and associate one or more custom completion codes with a campaign when you need some user input. For example, if you have a blood donation campaign, when the potential donor answers the telephone, POM plays a custom Avaya Aura® Orchestration Designer application with a message that prompts the potential donor to press 1 if interested, or 2 if not interested. On pressing 1 or 2, the Avaya Aura® Orchestration Designer application updates the appropriate completion code (Interested in Blood Donation, Not interested in Blood Donation) using Pluggable Data Connector (PDC).

## Campaigns

A campaign can end naturally after processing all contacts or you can specify following criteria to end the campaign:

- **Goal-based campaign:** This campaign stops after receiving an expected number of responses from contacts. For example you can stop a campaign when the amount collected exceeds 30000.
- **Time-based campaign:** This campaign stops after running for a specific time duration. For example, you can stop a campaign after 12 hours.
- **Completion code-based campaign:** This campaign stops after the campaign achieves a specific completion code condition. For example, you can stop a blood donation campaign after you receive 50 "AcceptedResponse" completion codes.

You can create .

After you create a campaign, you can schedule it to run at a specified date and time or run immediately. You can run the campaigns once or multiple times. For example, a birthday campaign can run daily, or a credit card notification campaign can run on every Monday. For recurring campaigns, the frequency of recurrence can be daily, or weekly, or monthly, or you can customize it to suit your requirement.

### \* Note:

Avaya recommends that you do not create multiple jobs for the same campaign for 2 way SMS or email campaigns, as POM updates the contact status at campaign level and not at job level.

You can monitor an active campaign and you can pause, resume, or stop the campaign from the POM monitor.

A global user has access to all campaigns across organizations. An Org user has access to campaigns that users create, belonging to the specific organization.

### \* Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

**Campaign restrictions:** As a POM administrator, you have the rights to set campaign restrictions at the highest level while creating campaigns. These restrictions are applicable to all campaigns. If you meet the criteria specified in the restriction, the system does not attempt the contact and updates the contact with a completion code as Restricted DNC or Restricted Other.

You can override the campaign restrictions at the campaign level while defining the campaign strategies.

For example, if you have set a campaign restriction to not call a contact registered in the Do Not Call (DNC) list, you can override the restriction for a specific contact at the campaign level.

## 2 way SMS and e-mail campaigns

In addition to creating voice, SMS, email campaigns, you can also create 2 way SMS and email campaigns. These campaigns help you to send and receive responses and you can then take appropriate actions based on different conditions. You must make appropriate changes or create campaign strategies in specific manner to use 2 way SMS and email campaigns. POM uses Web services to enable the 2 way communication. POM provides stock applications for both SMS and email. The applications receive SMS, email responses then updates the attribute value, and completion code for the specific POM contact. .

### Campaign strategy related changes for 2 way SMS and e-mail campaigns

To use POM's functionality to send and receive SMS and email, use the SMS and Mail nodes and select the POM shipped application in the property node.

If you have your own custom SMS or email application, use the Custom node under the SMS Handler or the Mail Handler, and then specify the name and the application. For SMS campaigns, you see only the SMS related applications under the Custom node. For email campaigns, you see only email related applications under the Custom node. You can also use the Selector node to help POM take decisions based on the response to the SMS or email campaigns.

#### \* Note:

You must configure the SMS and email applications before creating the campaign strategy.

## Configuring the SMS delivery and CAV for 2 way SMS campaigns

### Procedure

1. From the left pane, select **System Configuration > Application** and click **Add**.
2. Select the **Type** as SMS and click **Continue**.
3. Ensure that the message type for the SMS application is Regular and Delivery.
4. Ensure that the application type is Inbound with a valid short code number associated with the application.
5. Specify the URL as *https://<application server ip>:port-number-configured-onpom-server/<AvayaPOMSMS>/Start Application Type=AvayaPOMSMS, Outbound Type*
6. Select the option button **Yes** for **Notification Enabled**, and specify the notification URL. The notification URL and the application URL must be same.
7. Specify the following CAV's for the SMS applications:
  - a. Web Service IP Address [Primary] or [Secondary] (IP address where the POM Web service is located)
  - b. Completion Code (the completion code to update on receiving an SMS response)

## Campaigns

- c. Attribute Value (the attribute value to update on receiving an SMS response)

---

## Configuring custom SMS application

You can configure a custom application to handle the SMS notifications and delivery.

### Procedure

1. Ensure you add the custom application through EPM by specifying the following:
  - a. In the left pane, select **System Configuration > Applications**, and click **Add**.
  - b. Specify a name for the custom application, and select the **Type** as SMS, and click **Continue**.
  - c. Specify the **Message Type** as Regular.
  - d. Specify the URL as *https://<application server ip>:port-number-configured-onpom-server/<custom application name>/Start Application Type=AvayaPOMSMS, Outbound Type*
  - e. Select the option button **Yes** for **Notification Enabled**.
  - f. Specify the notification URL with the Web service IP address as *http://<application server IP>:7080/AvayaPOMSMS/Start?WebServiceIP=<web service IP address>*.
  - g. Click **Save**.
2. In the left pane, select the **System Configuration > Applications**.
3. Select the POM shipped application for SMS, AvayaPOMSMS.
4. Change the **Message Type** as Delivery.
5. Ensure that the application type is Inbound with a valid short code number associated with the application.
6. Click **Save**.
7. Edit the Configurable Application Values (CAV) for POM shipped application AvayaPOMSMS, and delete the Webservice IP address.
8. Click **Apply** and **Save**.

---

## Configuring the email delivery and CAV for 2 way email campaigns

### Procedure

1. From the left pane, select **System Configuration > Application** and click **Add**.
2. Select the **Type** as Email and click **Continue**.

3. Ensure that the message type for the Email application is Regular and Delivery.
4. Ensure that the application type is Inbound and specify the appropriate launch parameters for the Email application.
5. Specify the URL as *https://<application server ip>:port-number-configured-onpom-server/<custom application name>/Start Application Type=AvayaPOMEmail, Outbound Type*
6. Select the option button **Yes** for **Notification Enabled**, and specify the notification URL. The notification URL and the application URL must be same.
7. Specify the following CAV's for the email applications:
  - a. Web Service IP Address [Primary] or [Secondary] (IP address where the POM Web service is located)
  - b. Completion Code (the completion code to update on receiving an email response)
  - c. Attribute Value (the attribute value to update on receiving an email response)

---

## Configuring custom Email application

You can configure a custom application to handle the email notifications and the delivery.

### Procedure







1. Ensure you add the custom application through EPM by specifying the following:
  - a. In the left pane, select **System Configuration > Applications**, and click **Add**.
  - b. Specify a name for the custom application, and select the **Type** as Email, and click **Continue**.
  - c. Specify the **Message Type** as Regular.
  - d. Specify the URL as *https://<application server ip>:port-number-configured-onpom-server/<custom application name>/Start Application Type=AvayaPOMEmail, Outbound Type*
  - e. Select the option button **Yes** for **Notification Enabled**.
  - f. Specify the notification URL with the Web service IP address as *http://<application server IP>:7080/AvayaPOMEmail/Start?WebServiceIP=<web service IP address>*.
  - g. Click **Save**.
2. In the left pane, select the **System Configuration > Applications**.
3. Select the POM shipped application for SMS, AvayaPOMEmail.
4. Change the **Message Type** as Delivery.
5. Ensure you specify the appropriate launch parameters for the email application.
6. Click **Save**.







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7. Edit the Configurable Application Values (CAV) for POM shipped application AvayaPOMEmail, and delete the Webservice IP address.
8. Click **Apply** and **Save**.

## Campaign Manager page field descriptions

Use this page to create, edit, delete campaigns. You can also use the Save As option to create campaigns based on existing campaigns. A campaign can send notifications to the contact records by either placing calls, or sending an email, or sending an SMS. A job is a running instance of the campaign. A recurring campaign creates multiple jobs for that campaign until the campaign schedule is terminated. You can run campaigns once or multiple times. You can also schedule the campaigns to run once or multiple times.

Field or Button	Description
Text box	Use to specify the search criteria. You can enter either a campaign name or contact list name.
	Use to start the search based on the search criteria.
	Use to clear the search criteria.
Advanced	Use to specify additional and specific search criteria. You can see the following additional fields.
Select	Use the drop down list to specify either the campaign name, or campaign strategy name or contact list name as the search criteria.
Select	Use the drop down list to specify an operator. You can use equal to (=), or not equal to (!=), or in, or like as one of the operators. Depending on the operator you select, you get the search results.
Show	Displays the search results. You can choose to view the results either as 10, 20, 50, or all.
Page	Displays the current page number. You cannot change the value manually.
	Use to navigate to the first page of the result page. This button is disabled if you have only one page.
	Use to navigate to the previous page of the results page. This button is disabled if you have only one page.
Drop down list	Use to specify the page number to navigate to.
Text box and <b>Go</b>	Use to navigate to a specific page.
	Use to navigate to the next page of the results page. This button is disabled if you have only one page.
	Use to navigate to the last page of the results page. This button is disabled if you have only one page.

Field or Button	Description
<b>Name</b>	Displays the name of existing campaigns.
<b>Type</b>	Displays the type of campaigns as finite or infinite.
<b>Campaign Strategy</b>	Displays the name of campaign strategy used while creating the campaign.
<b>Contact Lists</b>	Displays the name of contact lists you use while creating the campaign.
<b>Last Executed</b>	<p>Displays the timestamp of job instance run for a given campaign. A job is an instance of a campaign. If the job is running, you can see the job as In Progress and if no job is running, then displays then you can see the job as — .</p> <p> <b>Note:</b></p> <p>If the job status is In Progress, you can pause, resume or stop the campaign from the POM Monitor. In Progress means the campaign job can be in any one of the states - running, pausing, paused, callback, or stopping.</p>
<b>Actions</b>	<p>You can perform the following actions:</p> <ul style="list-style-type: none"> <li>Click  to view campaign summary of the selected campaign.</li> <li>Click  to save the campaign with other name.</li> <li>Click  to start the campaign immediately.</li> </ul> <p>The system displays the message:</p> <p>Job has been created for campaign "&lt;campaign name&gt; ". Please go to POM Monitor to view the job.</p> <p>If you try to run one more instance of a running campaign, the system displays the confirmation message:</p> <p>This campaign has a job in progress. Do you want to run one more job? [Yes] [No]</p> <p>You cannot run more than one instance of an infinite campaign. If you try to run one more instance of an infinite campaign, the system displays the confirmation message:</p> <p>This campaign has a job in progress. Do you want to run one more job? [Yes] [No]</p> <p>If you click Yes, the system displays the following message:</p> <p>Job for infinite Campaign already exists, so will not create a new Campaign job.</p> <ul style="list-style-type: none"> <li>Click  to schedule the campaign.</li> <li>Click  to delete the campaign. You cannot delete the campaign if the campaign is in In Progress state.</li> </ul>
<b>Add</b>	Use to create a new campaign.

## Create campaign page field description





Use this page to start creating a campaign either by using already created campaign as template or create new campaign.

Field or Button	Description
<b>Name</b>	Use to specify a unique name for the campaign.
<b>New Campaign</b>	Use the option button to create a new campaign.
<b>Copy existing campaign</b>	Use the option button to create a campaign based on an existing campaign. If you choose to copy an existing campaign, you can see a list of campaigns. You can select the campaign to copy.
<b>Continue</b>	Use to go to the Define Campaign page.

## Define campaign page field descriptions

Use this page as a first step for creating campaigns. You can create a campaign using only this page, as using the rest of the options or pages is optional. For example, even if you have not created a campaign strategy or a contact list before creating the campaign, you can create, add campaign strategies, and the contact lists using the options on this page.

To change configuration around media servers, define sorting order, filtering criteria, custom completion codes, agent address books, or finish criteria for campaign then you must continue to go to the respective pages.



Field or Button	Description
<b>Name and Description:</b>	A unique identifier for the campaign with a short description of the campaign or purpose of the campaign.
<b>Campaign Strategy</b>	<p>You can also create a new campaign strategy dynamically by using  if you have not created a campaign strategy before creating the campaign.</p> <p>You must refresh the page using  if you are adding a campaign strategy dynamically. Refreshing the page updates the list of campaign strategies.</p>
<b>Campaign Type</b>	By default Finite campaign is selected. If you select an infinite campaign, the <b>Do not associate any contact list at start</b> option is available and you can choose to start the campaign without a contact list.
<b>Contact List</b>	<p>Use an existing contact list or you can create a new contact list to be associated with the campaign using . If you have not created a contact list before creating the campaign, you can create the contact list dynamically and upload the contact records.</p> <p>You must refresh the page using  if you are adding a contact list dynamically. Refreshing the page updates the contact lists.</p>
<b>Next</b>	Use to continue creating the campaign using the wizard to configure further details.
<b>Finish</b>	Use to create and save the campaign.

## Media Servers and Media Specific Parameters page field descriptions

Use this page to select the media servers to be used for this campaign and perform media specific configurations. The type of media used by a campaign is determined by the campaign strategy selected

Field or Button	Description
Depending on the type of campaign you create you can see following fields:	
<b>EPM</b>	Displays the list of all EPM servers. You can select one or more than one EPM servers to associate with the campaign.
<b>SMS Prefix</b>	POM adds the number that you specify before the phone number as a prefix before sending out the SMS. For example, if the number is 12345 and prefix is 91, POM sends the SMS to 9112345.
<b>Voice and Video</b>	Use to specify whether the campaign uses voice or the video media channel. These can be simple voice calls or video calls depending on the deployed application. You can select more than one EPM server, which results in more calls per hour. If you select more than one server, you can achieve load balancing, and the multiple servers provide a backup mechanism if one of the servers is not functional. For details on load balancing, see <a href="#">About failover</a> on page 365.
<b>Zone Name</b>	<p>Use to specify the zone with which to associate the campaign. You can associate one campaign with one or more than one contact lists which are defined at the zone level. If you do not associate a campaign with any contact list, POM assigns the campaign to the default zone.</p> <p>Depending on the contact list you select, the drop-down list values of EPM servers might change. If you have different contact lists associated with zones and you select multiple EPM servers at different zones, you see multiple entries in the EPM server.</p> <p>For more information about zones, see <i>Avaya Aura® Experience Portal</i> documentation.</p>
<b>Dialing Prefix</b>	Specify the prefix to dial such as the country code, area code.
<b>CCA Start:</b> Use to specify when the Call Classification Analysis (CCA) can start. You can use one of the option buttons to choose the CCA start.	
<b>On Connect</b>	Use the option button to start the CCA when the call is answered. The default value is 7500 milliseconds and the maximum value is 20000 milliseconds. You can specify any number in the range 5000 and 20000 milliseconds.
<b>On Progress</b>	Use the option button to start the CCA immediately when POM finishes the dialing the number and the call progress starts. The default value is 24000 milliseconds, and you can specify any number in the range 5000 to 45000 milliseconds.
<b>CCA Timeout</b>	Use to specify the <b>CCA timeout</b> value. This value depends on the <b>On Connect</b> and <b>On Progress</b> values. The default value for <b>On Connect</b> is 7500 milliseconds and the default value for <b>On Progress</b> is 24000 milliseconds.
<b>Enable Compliance Timers</b>	Use the selection box to enable or disable the compliance timers. The compliance timers are by default enabled. If you disable the timers, then the POM driver waits




## Campaigns

Field or Button	Description
	<p>for the result of the call classification before starting any application, and the maximum wait time for CCA result depends on <b>CCA Timeout</b>.</p> <p>For agent-based campaign if you want CCA to detect answer machine and stop those calls from getting patched with live agent, ensure you disable the compliance timers. This gives CCA also more time to detect answer machine or answer human which improves the detection percentage.</p> <p> <b>Note:</b></p> <p>For the Start Of Voice timer and Live Voice timer logs, see the CCXML logs on MPP server.</p> <p><b>Start of Voice Timeout (milliseconds):</b> Use this to configure the value for the timer. The default value is 2000 milliseconds. The combined value of the <b>Start of Voice Timeout (milliseconds)</b> and <b>Live Voice Timeout (milliseconds)</b> cannot be more than the <b>CCA Timeout</b> value.</p> <p><b>Live Voice Timeout (milliseconds):</b> Use this to configure the value for the timer. The default value is 1800 milliseconds. The combined value of the <b>Start of Voice Timeout (milliseconds)</b> and <b>Live Voice Timeout (milliseconds)</b> cannot be more than the <b>CCA Timeout</b> value.</p> <p>For more information about the timers, see the POM Driver application description in <a href="#">shipped applications</a> on page 374.</p> <p> <b>Note:</b></p> <p>The value of the individual timers cannot exceed the value configured in the <b>CCA Timeout</b> field, and the sum of the two timers cannot exceed the value configured in the <b>CCA Timeout</b>. For example, if you specify a value for <b>CCA Timeout</b> as 20000 milliseconds, and the <b>Start of Voice Timeout (milliseconds)</b> as 13000 milliseconds, then specify the value for <b>Live Voice Timeout (milliseconds)</b> as either 7000 or less than 7000. Also, if you specify the value of <b>Live Voice Timeout (milliseconds)</b> as 20000 milliseconds, then specify the <b>Start of Voice Timeout (milliseconds)</b> as 0.</p>

## Record Selection and Sort Criteria page field descriptions

Use this page to configure contact filtering and sorting. POM processes the contacts before making the calls or sending email messages, or sending SMSs while running the campaign. If you select multiple contact lists, POM filters all records from all contact lists.

Field or Button	Description
<b>Record Selection</b>	If you do not specify any criteria, the system displays all contacts in the contact list. If you do not specify any criteria, you see only the <b>Add Condition</b> button.
<b>Add Condition</b>	Specify the contact attribute to use as a criteria. You can see the following fields:

Field or Button	Description			
Condition	Contact attribute	Operator	Value	Actions
Displays the list of all conditions as a serial number list.	Specify the contact attribute to use to filter the records using the drop down list.	Specify the operator to use with the contact attribute to filter the records. You can use equal to, not equal to, greater than or equal to, less than or equal to, greater than, less than, in, between, and IsNull depending on the data type of the attribute you select.	Specify the value to use to filter the records.	<p>You can select a value from the list of available values using the drop down list.</p> <p>Use  to delete the filter criteria.</p>
<div><div></div><div>Note:</div></div> <p>If you specify more than one attributes, the system filters the contacts according to the order in which you specify the filters. For example, you select the salary and the first name attribute. If you mention the filtering criteria as salary greater than 1000 and name equal to John, the system displays all values which match both conditions.</p>				
Sort Criteria				
Contact Attribute	Specify the attribute to sort the data either in ascending or descending order. If you do not specify any order, the records are sorted based on the order specified in the data base. You can use the  icon to add more than one attributes and sort on all those attributes.			
Selection Box	Use dynamic selection to sort the contact attributes dynamically.			
	If you enable dynamic sorting, POM includes any new contact being imported while the campaigns are still running. The addition is a part of the batch of records being fetched based on filter criteria. The addition ensures that new contacts are sorted or filtered and added to the next contact batch. If you do not enable the dynamic sorting, then POM selects the contacts for the campaign at the start of the campaign job. The new contacts imported into the system while the campaign is running do not become a part of the campaign.			
View Records				
Show Results	Displays the total number of records that satisfy the filter criteria. To view the contact record details, use <b>The number of Contacts filtered are XX</b> link.			

## Completion code association page field descriptions

Use this to associate the available custom completion codes with campaign. The custom completion codes that you associate from this page are available on the Finish Criteria page.

## Campaigns

To use the custom completion codes on agent desktop, agent scripts, or Pluggable Data Connector (PDC) application, you must associate the completion codes with a campaign. The completion codes that you associate with a campaign are available to an agent through the agent desktop.

Field or Button	Description
<b>Completion Codes</b>	
<b>Available</b>	Lists all available completion codes.
<b>Selected</b>	Lists the completion codes you selected for the particular campaign. You can move the completion codes from the available list to the selected list.

## Associate Address page field descriptions

Use this to associate the available agent address book entries with the campaigns. The system displays the phone numbers of selected address book entries in the Agent Desktop during transfer and conference with external parties.

Field or Button	Description
<b>Addresses</b>	
<b>Available</b>	Lists all available agent address book entries.
<b>Selected</b>	Lists the agent address book entries that you select for the particular campaign. You can move the address entries from the available list to the selected list.



## Finish Criteria page field descriptions

Use this page to configure the finish criteria for the campaign. The types of finish criteria are:

- Goal-based: This campaign terminates after receiving an expected number of responses from contacts.
- Time-based: This campaign terminates after running for a specific time duration. For example, you can terminate a campaign after 12 hours.
- Completion code-based: This campaign terminates after a specific completion code condition is achieved. For example, you can terminate a blood donation campaign after you receive 50 "AcceptedResponse" completion codes.

If no finish criteria is specified then the campaign terminates after all contacts are processed.

Field or Button	Description
<b>Time Based Finish Criteria</b>	

Field or Button	Description			
Finish After (Hours:Minutes)	Use to specify the campaign termination time in hours and minutes.			
	<div><div></div><div>Note: The value for hours ranges from 0 to 1000 and the value for minute ranges from 0 to 59.</div></div>			
Completion Code Based Finish Criteria				
Add Condition				
Condition	Completion code	Operator	Value	Actions
Displays all conditions in a serial number list.	Use the drop down list to specify the completion code to use to terminate the campaign.  You can add more than one completion codes.	You can apply only one operator, > (greater than)	Specify the value to use to terminate the campaign. For example, you can specify the criteria as Answer Human is greater than 10. In such a case, the campaign is terminated after 10 calls are answered by a live voice.	Use  to delete the condition.
Goal Based Finish Criteria				
Contact Attribute				
Condition	Contact attribute	Operator	Value	Actions
Displays all conditions in a serial number list.	Use the drop down list to specify the contact attribute to terminate the campaign.  You can add more than one contact attributes.  You can specify only numeric contact attributes in the goal based finish criteria.	You can apply only one operator, sum> (sum greater than)	Specify the value to terminate the campaign. For example, you can specify the contact attribute paymentamount sum >30000. The campaign terminates when the payment amount collected is greater than 30000	Use  to delete the condition.

## Campaigns

**\* Note:**

If you specify a time based finish criteria or goal based finish criteria for a campaign, and the job status is "Running" , Filter in Progress, then the job continues to run until all records in the contact list are filtered. The job status changes to Running State, even if it meets the finish criteria. When the job status changes to "Running", the job stops.

## Processing Parameters page field descriptions

Use this page to define actions to be taken after a campaign is finishes or stops.

Field or Button	Description
<b>Export Data</b>	
<b>Export Contacts on completion</b>	<p>Use to export contacts to a .csv file in the \$POM_HOME/Export folder, after the job completes. By default, the contacts are stored under the Campaign Data Export Folder mentioned on the <b>POM Home &gt; Configurations &gt; Global Configurations &gt; Campaign settings</b> page. You can change the location where to store the .csv file. You can use this file to export all successful attempts of the given campaign after the campaign job is over.</p> <p>If you select the check box, you can see additional fields such as <b>Columns</b> and <b>Completion Codes</b>. You can select the columns to export with filtering the records using the completion code.</p> <p>For example, you can export only those contacts where the completion code is Answer Human, and contact details such as First Name, Last Name, Country.</p> <p><b>* Note:</b></p> <p>While exporting contacts, you can see the contact attributes that you select in the in .csv file in the <b>Columns</b> field with the values. For POM 3.0.1, you cannot export the Last Attempt time and Last Successful Attempt time contact attributes. If you have specified these attributes earlier, POM ignores these attributes while exporting contacts.</p> <p>While exporting the contacts, the system considers the order of the attributes as you have specified during associating the attributes for a selected contact list. If you have not specified any order while associating the attributes, the system considers the default order while importing the contacts. The system maintains a sequence of the columns to export.</p> <p>Example 1: You have 2 contact lists, say contactlist1 and contactlist2, both having the attribute salary in different order. Salary attribute in contactlist1 is the second attribute and salary attribute in contactlist2 is the third attribute. While exporting the contacts, the system gives preference to salary attribute in contactlist1 as the salary attribute is at a higher order.</p>

Field or Button	Description
	Example 2: You have 2 different attributes in contactlist1 and contactlist2, but are in the same location. Salary attribute in contactlist1 is the second attribute and count attribute in contactlist2 is the second attribute. While exporting the contacts, the system gives preference to salary attribute in contactlist1.
<b>Custom Post Processing</b>	
<b>Campaign post processor class</b>	You can write a custom java class to process all attempts after the campaign terminates. For example, you can use this to export contacts with customized details such as, campaign name, campaign ID, phone number, email address after the campaign job is over. You must specify the class path name. The class must implement the <code>PomJobPostProcessor</code> interface and you must copy the class to the <code>\$POM_HOME/lib/custom</code> folder. For a sample class file, see the <i>Developer's Guide for Proactive Outreach Manager</i> .
<b>Miscellaneous</b>	
<b>Batch size</b>	Use to specify the number of records that the campaign manager fetches from the database for processing in a single batch. The default value is 600, and the maximum value is 5000. This value comes from the global configurations page under <b>POM Home &gt; Configurations &gt; Global Configurations &gt; Advanced Settings &gt; Campaign batch size</b> field. The value that you specify in the <b>Campaign batch size</b> reflects as initial value. You can change the value here and the new value overrides the value specified in the <b>Campaign batch size</b> field.

## Campaign Creation Wizard - Summary page field descriptions

Use this page to view the campaign summary.

Field or Button	Description
<b>Campaign Summary</b>	
<b>Name and Description</b>	Displays the campaign name and the description.
<b>Campaign Type</b>	Displays the campaign type as Finite or Infinite.
<b>Campaign Strategy</b>	Displays the strategy name used for the campaign.
<b>Contact List (zone name)</b>	Displays the name of the contact list used for the campaign with the zone the contact list belongs to.
Depending on the campaign strategy you select, you see the following fields:	


## Campaigns

Field or Button	Description
<b>Voice and Video</b>	Displays the media channel used for the campaign and the name of the server.
<b>Associated Completion Codes</b>	Displays the list of associated completion codes used for the campaign.
<b>Run the Campaign</b>	Use to run the campaign.
<b>Schedule the Campaign</b>	Use to schedule the campaign.
<b>Go to Campaign Manager</b>	Use to go to the Campaign Manager page.

---

## Save campaign as page field descriptions

Use this to replicate an existing campaign. You can make minor changes or some modifications and keep the other configurations and the settings same as the existing campaign.

Field or Button	Description
<b>Save Campaign As:</b>	
<b>Name</b>	Displays the name of the existing campaign, using which you can create a new campaign.
<b>New Name</b>	Use to specify a new name for the campaign.   <b>Note:</b> It is mandatory to enter a name.
<b>Save</b>	Use to save the changes.




---

## Manage Campaign Schedules page field descriptions

This page list the schedules associated with the campaigns. You can create, pause, resume, and delete schedules.

 **Note:**


While scheduling campaigns, if the campaign schedule falls in the shift window with the Daylight Savings time (DST) clock change, the campaigns do not run.



Field or Button	Description
<b>Campaign Summary:</b>	
<b>Name</b>	Displays the name of the campaign.
<b>Type</b>	Displays the type of the campaign as finite or infinite.
<b>Schedule Id</b>	Displays the schedule ID.
<b>Frequency</b>	<p>Displays the frequency of the campaign, as recurring or non recurring. Six frequencies are available for recurring campaigns.</p> <ul style="list-style-type: none"> <li>• <b>Run Every N Minutes:</b> This option creates a job for the campaign every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and more until the finish date.</li> <li>• <b>Daily:</b> This option creates a job daily at the start time you mention during scheduling and continues until the finish date.</li> <li>• <b>Weekdays only:</b> This option creates a job on all days of the week except the weekend days mentioned in the <b>POM Home &gt; Configurations &gt; Global Configurations&gt; Campaign Settings</b> field.</li> <li>• <b>Weekly:</b> This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule until the finish date.</li> <li>• <b>Monthly:</b> This option creates the jobs on a monthly basis depending on the start date until the finish date.</li> <li>• <b>Yearly :</b> This option creates the jobs on a yearly basis depending on the start date until the finish date.</li> </ul>
<b>Start Time</b>	Displays the start time of the campaign schedule.
<b>End Time</b>	Displays the end time of the campaign schedule.
<b>Actions</b>	<p>You can perform the following actions:</p> <ul style="list-style-type: none"> <li>• Use the  icon to pause the campaign schedule.</li> <li>• Use the  icon to resume the campaign schedule.</li> <li>• Use the  icon to delete the campaign schedule.</li> </ul>
<b>Add</b>	Use to add the schedule for campaign.

## Schedule creation page field descriptions

Use this page to schedule a campaign. You can specify whether you want a recurring campaign or a run once campaign. You can also set the archival schedules for infinite campaigns.

## Campaigns

Field or Button	Description
<b>Start Date &amp; Time:</b>	
<b>Date</b>	Use to specify the start date for the campaign schedule. You can use the drop-down list to select the month or click the date picker.
<b>Time</b>	Use to specify the campaign schedule start time in 24 hour time format.
<b>Time Zone</b>	Use the drop-down list to specify the time zone.
<b>Recurrence:</b>	
The following field is available only if you check the <b>Recurring</b> selection box.	
<b>Recurring</b>	<p>Use the selection box to create a recurring campaign. This field is visible only for finite campaigns. Six frequencies are available for recurring campaigns.</p> <ul style="list-style-type: none"> <li>• <b>Run Every N Minutes:</b> This option creates a job for the campaign every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and more until the finish date.</li> <li>• <b>Daily :</b> This option creates a job daily at the start time you mention during scheduling and continues until the finish date.</li> <li>• <b>Weekdays only:</b> This option creates a job on all days of the week except the weekend days mentioned in the <b>POM Home &gt; Configurations &gt; Global Configurations&gt; Campaign Settings</b> field.</li> <li>• <b>Weekly:</b> This option creates jobs on specified days and weekly recurring jobs are automatically created. You can select the days of the week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule until the finish date.</li> <li>• <b>Monthly:</b> This option creates the jobs on a monthly basis depending on the start date until the finish date.</li> <li>• <b>Yearly:</b> This option creates the jobs on a yearly basis depending on the start date until the finish date.</li> </ul>
The following field is available only if you check the <b>Recurring</b> selection box.	
<b>Finish Date</b>	Use to specify the finish date for the campaign schedule. You can use the drop-down list to select the month or click the date picker.
<b>Time</b>	Use to specify the time at which to end the recurring campaign schedule.
Field or Button	Description
<p><b>Archival Schedule Recurrence:</b> Use this field to set the data archival schedule for campaigns. You can archive the contact attempt data related to the campaign either hourly or daily at a specific time.</p> <p> <b>Note:</b></p> <p>While defining the archival schedule for campaigns, if the archival schedule falls in the shift window with the Daylight Savings time (DST) clock change, the data is not archived.</p>	
<b>Hourly</b>	Use to schedule the archival of the contact attempt information related to the campaign hourly.

Field or Button	Description
	<p> <b>Note:</b></p> <p>The schedule runs on hourly basis such as at 10 a.m., 11 a.m. and more. If you have scheduled a campaign on hourly basis and it starts at 4:30 p.m., then the contact attempt information is archived once at 5 p.m. and then at 6 p.m. and more.</p>
<b>Run every N hours</b>	<p>Use to schedule the archival of the contact attempt information related to the campaign after a specified time interval in hours. For example, if you specify the value as 5, then the archival schedule runs 5 hours after the campaign starts and every 5 hours until the campaign ends.</p> <p> <b>Note:</b></p> <p>If the campaign starts at 10 a m, the schedule starts first at 3 p m, then at 8 p m, then at 1 a m and more.</p>
<b>Daily at</b>	Use to schedule the archival of the contact attempt data related to infinite campaign to run daily at a specific time.
<b>Archival at Job end</b>	Use to schedule the archival of the contact attempt data related to finite campaign at the end of the job.

## Creating a campaign (defining a campaign)

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Manager**.
3. Click **Add**.

The system displays a dialog box where you can either create a new campaign or copy an existing campaign.

4. (Required) Specify the **Name** of the campaign. This is a unique identifier for the campaign.
5. Click **Continue**.
6. On the Define Campaign page, specify the **Description** for the campaign. You can use specific description to help you identify the purpose of the campaign.
7. Select the campaign strategy to associate with the campaign. You can either select an existing campaign strategy from the drop-down list or create a new campaign strategy. For more information about creating a campaign strategy, see [Creating campaign strategy](#) on page 133.
8. Select the campaign type as **Finite**, or **Infinite**.

If you select the campaign type as Infinite, the **Do not associate any Contact List at start** selection box is enabled.

## Campaigns

9. Select a contact list to associate with the campaign. You can either select from the existing lists, or create a new contact list.

POM associates the campaign with the respective zones depending on the contact list you use in the campaign as contact lists are created at zone level.

10. Click **Next** to specify optional parameters such as sorting order, filtering criteria, associate custom completion codes, and the finish criteria on the next pages.
11. Click **Finish** button to complete the campaign creation process to specify optional parameters on next pages.

---

## Creating a campaign (specifying the media server and media specific parameters)

Select the media servers to use for this campaign and perform media specific configurations. The media used by a campaign is determined by the campaign strategy that you select.

### Procedure

1. Specify the specific EPM server to use for the campaign. The campaign by default uses all EPM servers configured to make outbound calls.

POM displays the EPM servers of all zones depending on the associated campaigns with the respective zones.

2. Specify the prefix to dial such as the country code, area code. If you do not provide the prefix, POM tries to place the calls, but the calls are not successful.
3. Specify the **CCA Start** as either **On Connect** or **On Progress**.

Use **On Connect** to start the CCA when the call is answered. The default value is 7500 milliseconds and the maximum value is 20000 milliseconds. You can specify any number in the range 5000 and 20000 milliseconds.

Use **On Progress** to start the CCA immediately when POM finishes dialing the number and the call progress starts. The default value is 24000 milliseconds, and you can specify any number in the range 5000 to 45000 milliseconds.

4. Specify the **CCA timeout** value. This value depends on the **On Connect** and **On Progress** values. The default value for **On Connect** is 7500 milliseconds and the default value for **On Progress** is 24000 milliseconds.

5. Use the **Enable Compliance Timer** selection box. This is by default checked. If you disable the timers, then the POM driver waits for the result of the call classification before starting any application, and the maximum wait time for CCA result depends on **CCA Timeout**.

- **Start of Voice Timeout (milliseconds):** Use this to configure the value for the timer. The default value is 2000 milliseconds, and allows only numeric values. The combined value of

the **Start of Voice Timeout (milliseconds)** and **Live Voice Timeout (milliseconds)** cannot be more than the **CCA Timeout value**.

- **Live Voice Timeout (milliseconds)**: Use this to configure the value for the timer. The default value is 1800 milliseconds, and allows only numeric values. The combined value of the **Start of Voice Timeout (milliseconds)** and **Live Voice Timeout (milliseconds)** cannot be more than the **CCA Timeout value**.

For more information about the timers, see the POMDriver application description in [shipped applications](#) on page 374.

**\* Note:**


The value of the individual timers cannot exceed the value configured in the **CCA Timeout** field, and the sum of the two timers cannot exceed the value configured in the **CCA Timeout**. For example, if you specify a value for **CCA Timeout** as 20000 milliseconds, and the **Start of Voice Timeout (milliseconds)** as 13000 milliseconds, then specify the value for **Live Voice Timeout (milliseconds)** as either 7000 or less than 7000. Also, if you specify the value of **Live Voice Timeout (milliseconds)** as 20000 milliseconds, then specify the **Start of Voice Timeout (milliseconds)** as 0.

6. Click **Next** to continue.

## Creating a campaign (defining record selection and sort criteria)

Use this step to define specific filter criteria and sorting order for contact list selected. If no criteria are specified all contact records present in the contact list are selected for the campaign.

### Procedure

1. Click **Add Condition**.
2. Use the drop-down list to select a **Contact Attribute** to use for filtering the records.
3. Select the operator from the drop-down list. Depending on the attribute you select, the list of the operators varies.
4. You can enter a specific value in the **Value** field. Also, you can select values by clicking  to display the available values.

If you select more than one attributes, the condition is AND or OR depending on the way you add attributes.

For example, if you have selected the following attributes:

company	salary	Date_Of_Birth
= ABC	>= 5000	= \$TODAY
in XYZ, UWX	between 2000 and 4000	isNull




## Campaigns

The criteria applied are:

- Select records having company as DELL, and salary greater than or equal to 5000, and Date\_Of\_Birth is today.

OR

- Select records having company as Avaya or IBM, and salary between 2000 and 4000, and Date\_Of\_Birth is not specified.

5. Click  to delete any contact attribute on which you do not want to filter the contact records.
6. Specify a **Contact Attribute** you can use to sort the contact information.  
You can sort contact data either in Ascending order or Descending order. If you do not specify the sort order, the contact data is listed in the same manner as it displays in the POM database.
7. Click  to add the sorting for the contact attribute.
8. Click  to delete any contact attribute you do not want to sort.
9. Check the **Use Dynamic Selection** check box to use dynamic selection of the contact records.
10. Click **Show Results** to see the results.

You can see the number of records returned depending on the criteria that you specify.

---

## Creating a campaign (associating completion codes)

Use this step to associate custom completion codes with a campaign. You can use the completion codes selected here in subsequent steps of this wizard to define finish criteria.

### Procedure

1. From the **Available Completion Code List**, select the completion codes to associate with the campaign.
2. Click **Move** or **Move All** depending on the number of completion codes you select, to move to the **Selected Completion Code List**.
3. Click **Next** to go to next step for campaign creation.

## Creating a campaign (associating addresses)

Use this step to associate the agent address book entries with a campaign. The system displays the agent phone numbers of the selected agent address book entries in the Agent Desktop during transfer and conference with external parties.

### Procedure

1. From the **Available Address List**, select the addresses to associate with the campaign.
2. Click **Move** or **Move All** depending on the number of addresses you select, to move to the **Selected Address List**.
3. Click **Next** to go to next step for campaign creation.

## Creating a campaign (finish criteria)

Use this step to configure a finish criteria for the campaign.

### Procedure

1. Specify the **Time Based Finish Criteria** to terminate the campaign after it runs for a specific time. For example, to terminate the campaign after it runs for 6 hours from the start time, you can specify that time in hours and minutes in the **Finish After (Hours:Minutes)** field.
2. Specify a **Completion Code Based Finish Criteria** to terminate the campaign based on existing completion codes.
  - a. Click **Add Condition**.
  - b. Use the drop-down list to select the completion code to use for specifying the finish criteria.
  - c. Select the operator from the drop-down list. Only one operator is available; > (greater than)
  - d. Specify the value in the **Value** field.

If you select more than one completion codes, the condition is AND or OR depending on the way you add completion codes.

For example, if you have selected the following completion codes:

Answer Human	Call Busy
> 300	
	> 30%


The criteria applied is:

- Terminate the campaign when the Answer Human dispositions are greater than 300.

## Campaigns

OR

- Terminate the campaign when the Call Busy dispositions count exceeds 30% of total contacts for the job.

e. Click  to delete the completion code.

3. Specify a **Goal Based Finish Criteria**, when sum of ( specific contact attribute) exceeds certain value. It can be set only for numeric contact attributes.

- Click **Add Condition**.
- Use the drop-down list to select the contact attribute to use for specifying the finish criteria.
- Select the operator from the drop-down list. Only one operator is available; sum > (sum greater than)
- Specify the value in the **Value** field.

If you select more than one contact attributes, the condition is AND or OR depending on the way you add contact attributes.

For example, if you have selected the following attributes:

paymentamount	dailytargetamount
sum > 3000000	
	sum > 250000

For example, if you select the **paymentamount** contact attribute, and specify the condition as sum > 3000000

The criteria applied is:

- Terminate the campaign when the payment amount collected exceeds 3000000.

OR

Terminate the campaign when the daily target amount collected exceeds 250000

4. Click **Next** to go to the next step for campaign creation.

## Creating a campaign (processing parameters)

Use this step to define the actions after a campaign is finishes or stops.

### Procedure

1. Use the **Export Contacts on Completion** selection box to export contacts to a .csv file after the job completes. You can use this file to export all successful attempts of the given campaign after the campaign job is over.

2. Specify the name of the **Campaign Post Processor Class** to write a custom java class to process all attempts after the campaign terminates. For example, you can use this to export contacts with customized details such as , campaign name, campaign ID, phone number, email address after the campaign job is over. You must specify the class path name. The class must implement the `PomJobPostProcessor` interface and copy the class to the `$POM_HOME/lib/custom` folder. For a sample class file, see the *Developer's Guide for Proactive Outreach Manager*.
3. Specify the **Batch Size** that is the number of records that the campaign manager fetches from the database for processing in a single batch.

The default value is 600, and the maximum value is 5000. This value comes from the global configurations page under **POM Home >Configurations > Global Configurations > Advanced Settings > Campaign batch size** field. The value that you specify in the **Campaign batch size** reflects as initial value. You can change the value here and the new value overrides the value specified in the **Campaign batch size** field.

4. Click **Finish** to create the campaign.

**Finish** is the last step for creating a campaign. The Next button is disabled. The system displays a campaign summary page with all options. You can then either run, schedule, or manage the campaign.

---

## POM ports and licenses

Using POM you can run multiple simultaneous campaign jobs. The port licenses available to POM are distributed among all running jobs. The distribution mechanism uses three parameters that are set for each campaign task in the campaign strategy. These parameters are Minimum Ports, Maximum Ports, and Priority. The priority is a number with minimum value as 1 and maximum value 10. You can specify either a dynamic license or a reserved license.

### **Note:**

The higher the number, the higher is the priority.

The allocation of ports to each job task is in proportion to the priority assigned to the job task. But POM license manager never allocates more than the Maximum Ports assigned to a job task. Also, the license manager tries to allocate at least the Minimum Ports to a job task.

Before starting an outbound call attempt, the Campaign Manager queries the license manager and if available, gets the total number of licenses available for a job task and marks the license as "In use".

### **Note:**

License allocation can be either reserved or dynamic.

- Reserved licenses:

## Campaigns

The licenses which are not reallocated to other jobs or task unless recalulation occurs are called reserved licenses.

In case of reserved licenses, the campaign job or task does not release the licenses though the campaign job or task might not need the licenses.

The licenses allocated to the reserved job or task will be retained till the recalulation happens. Jobs or tasks with reserved licenses cannot trigger the recalulation.

The license recalulation can occur when:

- A new job starts.
- A job is stopped.
- A job is paused.
- A job is resumed.
- If you change the priority, minimum port, or maximum ports value through the POM monitor.
- A dynamic job is not using the allocated quota, and there are other jobs in the system who need more licenses.
  - In case of dynamic jobs with outbound or notification licenses, if the job does not make call attempt for a duration of 1 minute then it is considered that the dynamic job does not need more licenses.
  - In case of dynamic jobs with agent licenses, if the job does not make call attempt for a duration of 1 minute then it is considered that the dynamic job does not need more licenses.

Whenever license recalulation is triggered, the license quota for all jobs is recalculated irrespective of their allocation type.

- Dynamic licenses:

POM 3.x helps in better allocation and license management with the help of dynamic licensing. Dynamic licensing is useful for a job or a task that does not require all allocated licenses. There are other jobs or tasks that require more licenses than the allocated licenses, simultaneously. With the help of dynamic licensing, the system can release some licenses and assign the licenses to the other jobs or tasks.

You can choose to use reserved licensing or dynamic licensing. If you choose dynamic licensing, you must remember that:

- Only dynamic jobs or the tasks can donate the additional or excess licenses
- Any job or the task can borrow the additional or excess licenses
- No job or the task can use more licenses than the maximum value specified in the campaign strategy
- Dynamic jobs or the tasks always reserve minimum licenses specified the campaign strategy although the job or task might not need the licenses.
- Dynamic jobs or the tasks start donating licenses. Only the current job or the task does not request for a license and the other jobs need more licenses.

- After donating licenses, dynamic jobs or the tasks get the license back only when the dynamic job or the task needs the licenses.
- The system allocates the licenses that are released by dynamic job to other jobs according to their priorities, and the minimum and the maximum values.

The licenses allocated to the reserved job or task will be retained till the recalculation happens.

The license recalculation can occur when:

- A new job starts.
- A job is stopped.
- A job is paused.
- A job is resumed.
- If you change the priority, minimum port, or maximum ports value through the POM monitor.
- A dynamic job is not using the allocated quota, and there are other jobs in the system who need more licenses.
  - In case of dynamic jobs with outbound or notification licenses, if the job does not make call attempt for a duration of 1 minute then it is considered that the dynamic job does not need more licenses.
  - In case of dynamic jobs with agent licenses, if the job does not make call attempt for a duration of 1 minute then it is considered that the dynamic job does not need more licenses.

Whenever license recalculation is triggered, the license quota for all jobs is recalculated irrespective of their allocation type.

The following table shows the license calculation for different scenarios:

		Priority	Min	Max	Allocated licenses
Total licenses available = 120					
1	No constraints				
	Job1	2	10	100	20
	Job2	2	10	100	20
	job3*	8	10	100	80
2	Max reached for one - excess redistributed				
	job1	2	10	100	30
	job2	2	10	100	30
	job3*	8	10	60	60
3	Shortfall for two - recovered from one with excess				
	job1	2	25	100	25
	job2	2	25	100	25
	job3*	8	10	100	70

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		Priority	Min	Max	Allocated licenses
4	Max for all - license wastage				
	job1	2	5	10	10
	job2	2	5	10	10
	job3*	8	5	90	90
5	Excess not enough to recover shortfall - three remain below min				
	job1	1	50	100	10
	job2	2	50	100	20
	job3	4	50	100	40
	job4*	8	50	100	50

\* denotes dynamic jobs.

POM marks a license as “In use” just before making a call attempt. The POMDriver application releases the “In use” licenses once the call is over, call failed, or call is disconnected, or a call is transferred to an agent.

A possibility is there that an error can occur in POMDriver application, or POM application and the call is terminated. In such cases, the Campaign Director periodically checks for such failures and forcefully releases the call and license. Two scenarios are there, where the Campaign Director releases the call and license:

1. Error in the POMDriver application, where the call is in progress, but the MPP fails before outcome of the call is available. Campaign Director looks for calls where the in progress duration exceeds the configured time in minutes (Maximum call in-progress time parameter in global configuration). If the Campaign Director finds such calls, the Campaign Director forcefully releases the license engaged for such calls and marks the status of this call as Attempt Timeout so that the contact can be dialed again.
2. Error in the POMDriver application where an answering machine or live voice answers the call. The driver application launches the dialog application, but the application does not exit properly, as the application server where the POMDriver application is running, crashes. Campaign Director looks for calls where the calls in answered state exceed the configured time in minutes, that is, the maximum call time parameter in global configuration. If the Campaign Director finds such calls, the Campaign Director forcefully releases the license engaged for such calls and updates the call completion time.

# Chapter 8: Campaign attributes

---

## About campaign attributes

You can use campaign attributes to track or monitor campaign performance. Each campaign attribute has a name and a datatype, which can be either Currency or Long. You cannot change the name and datatype of the attribute after creating or adding the campaign attribute. POM can use the campaign attributes through the native agent scripts or external scripts to monitor the performance of campaigns.

For example:

If you are running a blood donation campaign and you want to know about the responses to the campaign, you can create a campaign attribute <XYZ> with long datatype. You can increment the response to the campaign in the XYZ attribute. At real time through the POM Monitor, the attribute values in the Campaign Detail View show the total responses for the blood donation campaign.

If you are running a fund raising campaign and you want to know the total funds collected at the end of the campaign, you can create a campaign attribute <ABC> with Currency datatype. The agent can keep updating the fund value in the ABC attribute. At real time through the POM Monitor, the attribute values in the Campaign Detail View show the total amount collected for the fund raising campaign.

You cannot delete a campaign attribute if any native agent script is using the specified campaign attribute, or if any of the reporting tables have the specified campaign attribute.

You can create more than one campaign attributes for a given campaign or use the same campaign attribute for more than one campaign.

You can update the campaign attribute values using the Web services and the agent scripts.


---

## Manage campaign attribute page field descriptions

This page displays the list of all existing campaign attributes. Depending on your user role, you can add, change, or delete the campaign attributes. If a multitenant user creates a campaign attribute, POM associates the campaign attribute to the user's organization.

Field or Button	Description
<b>Name</b>	Displays the name of the campaign attribute.
<b>Data Type</b>	Displays the data type of the campaign attribute.

## Campaign attributes

Field or Button	Description
<b>Action</b>	Use  to delete the campaign attribute.
<b>Add</b>	Use to add a new campaign attribute.

---

## Add new campaign attribute page field descriptions

Use this page to add a new campaign attribute. You can add an attribute with either the Long datatype or the Currency data type.

Field or Button	Description
<b>Add Campaign Attribute</b>	
<b>Attribute name</b>	Specify a unique name for the attribute to add.
<b>Data type</b>	Use the drop down list to select the data type to associate with the attribute.
<b>Description</b>	Specify a brief description about the attribute.
<b>Save</b>	Use to make the changes permanent.

---

## Adding new campaign attribute

### About this task

Perform the following steps to add a new campaign attribute.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. Click **Add**.
3. Specify values for **Attribute name**, **Data type**, and **Description** fields.
4. Click **Save** to make the changes permanent.

---

## Edit campaign attribute page field descriptions

Use this page to edit the description for the existing campaign attributes. You cannot edit the name and the data type of the campaign attribute.

Field or Button	Description
<b>Edit Campaign Attribute</b>	

Field or Button	Description
<b>Attribute name</b>	Displays the attribute name of the campaign attribute you select. You cannot edit this field.
<b>Data type</b>	Displays the data type of the campaign attribute you select. You cannot edit this field.
<b>Description</b>	Specify a new brief description about the campaign attribute.
<b>Save</b>	Use to make the changes permanent.

---

## Editing a campaign attribute

### About this task

Perform the following steps to edit an existing campaign attribute.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. From the list of existing campaign attributes, click the attribute you want to edit.
3. Edit the **Description** field.

You cannot edit the values for **Attribute name** and **Data type** fields.

4. Click **Save** to make the changes permanent.


---

## Deleting a campaign attribute

### About this task

Perform the following steps to delete a campaign attribute.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Campaign Attributes**.
2. Select the campaign attribute to delete and click .

The system displays a message to confirm the deletion of the campaign attribute.

3. Click **Yes** to delete the campaign attribute.





# Chapter 9: Agent address book




## About agent address book

Agent address book is a collection of frequently used or allowed phone numbers or SIP addresses. The agent address book is used only if you are running agent-based campaigns. The frequently used or allowed phone numbers or SIP addresses can be stored at one place and assigned to different campaigns during the campaign creation with the help of the Campaign Creation Wizard.

## Manage agent address book page field descriptions


Use this page to add, delete, or modify the address book entries.

Field or Button	Description
Textbox	Use to enter the name of the agent address book to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	
Select	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: <ul style="list-style-type: none"> <li>• Name</li> <li>• Address</li> </ul>
Select	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: <ul style="list-style-type: none"> <li>• Equal to (=)</li> <li>• Not Equal to (!=)</li> <li>• in</li> <li>• like</li> </ul>
	Use to go to the first page.
	Use to go to the previous page.


Field or Button	Description
<b>Records Per Page</b>	Use to specify the number of records to be displayed per page.
<b>Go To Page</b>	Use the text box to specify a particular page to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages required to list all attributes.
<b>Add</b>	Use to add one agent address book entry at a time.
<b>Add Multiple</b>	Use to add more than one agent address book entries.
<b>Delete</b>	Use to delete the agent address book entry.
If you have existing entries, you see the following fields:	
Selection box	Use to select one for more than one address book entry.
<b>Name</b>	Displays the name of the entry.
<b>Address</b>	Displays the address of the entry.
<b>Description</b>	Displays the description of the entry.
<b>Actions</b>	Use  to delete the address book entry.

## Manage address book customer record list page field descriptions

Use this page to add, delete, and change entries in the address book depending on the user role. The entries can be phone numbers or SIP addresses frequently required by agents such as the inbound call center addresses. You can use the entries in the address book for external transfers or the call conferences. You can select specific entries using the campaign wizard and associate the entries available to the agents associated with the campaigns.

Field or Button	Description
<b>Name</b>	Displays the name of the customer record added in the address book.
<b>Address</b>	<p>Displays the phone numbers or SIP addresses frequently required by agents for transfers or call conferences such as conferencing inbound application. To use these entries in a campaign, you must first select the entries in the campaign wizard. The phone numbers or SIP addresses are available on agent desktop under External Consult.</p> <p> <b>Note:</b> POM supports external transfer only for SIP numbers.</p>

Agent address book

Field or Button	Description
<b>Description</b>	Displays any additional information about the customer record.
<b>Actions</b>	Click  to delete the specific customer record.
<b>Add</b>	Click to add the customer record in the address book.

---

## New contact page field descriptions

Use this page to add a new entry in the agent address book.

Field or Button	Description
<b>Name</b>	Specify a name for the agent address book entry.
<b>Address</b>	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com
<b>Description</b>	Specify a brief description for the agent address book entry.
<b>Save</b>	Use to save the entry.

---

## New contacts page field descriptions

Use this page to add multiple new entries in the agent address book.

Field or Button	Description
<b>Name</b>	Specify a name for the agent address book entry.
<b>Address</b>	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com
<b>Description</b>	Specify a brief description for the agent address book entry.
<b>Save</b>	Use to save the entry.
<b>Add more rows</b>	Use to specify the number of new rows to add. The default value is 5.
<b>Add</b>	Use to add multiple entries in the agent address book.

---

## Adding address book entry

### About this task

Perform the following steps to add address book entry. You can also add more than one entry at a time.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Agent Address Book**.
2. Click **Add**.
3. Enter the values for the **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.  
For example, a SIP address can be specified as sip:abcd@pomsese42.com.
4. Click **Save**.

---

## Adding multiple entries to address book

### About this task

Perform the following steps to add more than one entry at a time.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Agent Address Book**.
2. Click **Add Multiple**.  
You can add 5 entries at one time. To add more entries, click **Add**.
3. Enter the values for each **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.  
For example, a SIP address can be specified as sip:abcd@pomsese42.com.
4. Click **Save**.

---

## Edit contact page field descriptions

Use this page to edit an existing entry in the agent address book.

Field or Button	Description
<b>Name</b>	Specify a name for the agent address book entry.

Agent address book

Field or Button	Description
<b>Address</b>	Specify an address for the agent address book entry. You can specify either a phone number or SIP address. For example, a SIP address can be specified as sip:abcd@pomsese42.com.
<b>Description</b>	Specify a brief description for the agent address book entry.
<b>Save</b>	Use to save the entry.

---

## Editing address book entry

### About this task

Perform the steps to edit an address book entry.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Agent Address Book**.
2. Click the address book entry to edit.
3. Enter the values for the **Name** and **Address** fields. You can also optionally add a brief description in the **Description** field.

For example, a SIP address can be specified as sip:abcd@pomsese42.com.

4. Click **Save**.

---

## Deleting address book entry

### About this task

Perform the following steps to delete an address book entry.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Agent Address Book**.
2. Select the address book entry to delete.

The system displays a message to confirm the deletion.

3. Click **Yes** to delete the address book entry.

# Chapter 10: Agent Scripts

---

## About agent scripts

For agent-based campaigns, the agents may require scripts for questionnaires or for gathering and updating information. You can create the scripts with the embedded HTML script editor and assign the scripts to campaigns. If a script is located on a different server, outside the POM environment, then you can register the script as an URL on the POM server. Additionally, you can also register a fail-over URL for the primary URL.

You can create two types of agent scripts; Native and URL. You can reuse the script by saving the script with a different name and customizing the script. This option is valid only for the Native type of agent scripts.

You can import or export a Native agent script. For creating or editing a Native type of agent script, you need to work with a built-in editor. This editor lets you create your script and also has the functionality to add POM-specific attributes like FirstName, LastName, Phone 1, and so on.

In case of a URL type of agent script, you need to specify the primary URL where the script belongs. In case the primary URL does not function, you can also provide a fail-over URL.

To make the agent scripts work, you must add the POM server hostname and IP address in C:\WINDOWS\system32\drivers\etc\hosts file in the agent desktop.

If you are using Internet Explorer 8.0, you must disable the XSS filter option, click **Tools > Internet Options > Security > Custom Level > Scripting**.

Even though POM allows updating attributes by the agent who is in ConfPassive or ConsultPassive state, ensure you handle the updating of the attributes through the agent desktop.

If the system has not completed running the tomcat services and the agent receives a new call, the system might not load the agent script. In such cases, the system displays the error `Displaying error 503, service temporarily unavailable..` The agent must refresh the agent script page from the agent desktop and once the system completes running the tomcat services, the agent is able to view the agent script.







You can write a custom javascript code for designing an agent script. You must replace the special character “+” with “\_PLUS\_CHAR\_” and “&” with “\_ampersand\_” when you create a custom javascript.




## Manage agent scripts page field descriptions

Use this page to manage the agent scripts based on your role.

**\* Note:**

When you replace the HTML content through the Agent Script Editor, ensure you replace the content only between the body tags. Do not replace or change the existing Javascript code, but you can add new Javascript functions.

Field or Button	Description
Textbox	Use to enter the name of the agent script to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	
<b>Select</b>	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: <ul style="list-style-type: none"> <li>• Name</li> <li>• Primary URL</li> <li>• Fail over URL</li> </ul>
<b>Select</b>	Use the drop down list to specify the operator you can use to specify the search criteria. You can use the following operators: <ul style="list-style-type: none"> <li>• Equal to (=)</li> <li>• Not Equal to (!=)</li> <li>• in</li> <li>• like</li> </ul>
	Use to go to the first page.
	Use to go to the previous page.
<b>Records Per Page</b>	Use to specify the number of records to be displayed per page.
<b>Go To Page</b>	Use the text box to specify a particular page to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
<b>Page Number</b>	Displays the current page number.
<b>Name</b>	Displays the agent script name.
<b>Type</b>	Displays the type of the agent script.
<b>State</b>	Displays the state of the agent script.

Field or Button	Description
<b>Primary URL</b>	For URL type, displays the primary URL for the agent script.
<b>Fail Over URL</b>	For URL type, displays the fail-over URL, if the primary URL is not functioning.
<b>Actions</b>	<p>You can reuse an agent script by either using Save As or Export. You can also delete the agent script.</p> <ul style="list-style-type: none"> <li>Click  to save the script with another name.</li> <li>Click  to export the agent script.</li> <li>Click  to delete the agent script.</li> </ul>
<b>Add</b>	Click to add a new agent script.
<b>Import</b>	Click to import the agent script.

If you have a Native agent script, you can reuse the agent script using **Agent Script Save As**. You see the following fields when you click **Agent Script Save As**:

Field or Button	Description
<b>Agent Script Save As</b>	
<b>Agent Script Name</b>	Displays the original agent script name.
<b>Save-As Name</b>	Use to specify a different name for the agent script.
<b>Save</b>	Click to save the agent script with the new name.
<p>If you have a Native agent script, you can reuse the agent script using <b>Export Agent Script</b>. The system displays a dialog box asking if, to open or save the agent script. If you click <b>Save</b>, the system displays a folder structure which you can browse and then select the location where to save the agent script.</p>	

You see the following fields if you click **Add**.

Field or Button	Description
<b>New Agent Script</b>	
<b>Select Agent Script Type</b>	Use the drop-down list to select the type of the agent as URL or Native.

If you select the agent script type as URL, you see the following fields:

Field or Button	Description
<b>New Agent Script Name</b>	Specify the name for the agent script.
<b>New Primary URL</b>	Specify the primary URL.
<b>Verify</b>	Click to verify if the primary URL is functioning.
<b>Fail-over URL</b>	Specify a fail-over URL, if the primary URL does not function.
<b>Verify</b>	Click to verify if the fail-over URL is functioning.
<b>Save</b>	Click to save the agent script.

## Agent Scripts

If you select the agent script type as Native, you see the following fields:

Field or Button	Description
<b>New Agent Script Name</b>	Specify the name for the agent script.
<b>Continue</b>	Click to continue to open the editor, where you can specify the parameters and the script details. After you have done updating the script, click <b>Save</b> . For more information about working with the editor, see <a href="#">Working with the editor for adding or editing Native type agent scripts</a> on page 79.
<b>Import</b>	Click to import the agent script from a POM server.

You see the following fields when you click **Import**.

Field or Button	Description
<b>Import Agent Script</b>	
<b>Agent Script Name</b>	Specify the name for the agent script.
<b>File to Upload</b>	Specify the path of the file to upload.
<b>Browse</b>	Click to browse to the file to upload.
<b>Import</b>	Click to import the agent script.

If you click the name of the agent script, you can edit the selected agent script. If the selected agent script is of type URL, you see the following fields:

Field or Button	Description
<b>Edit Agent Script</b>	
<b>Agent Script Name</b>	Displays the name of the agent script. You cannot change the name once specified.
<b>New Primary URL</b>	Displays the name of the primary URL. You can specify a different name.
<b>Verify</b>	Click to verify if the primary URL is functioning.
<b>Fail-over URL</b>	Displays the name of the fail-over URL. You can specify a different name.
<b>Verify</b>	Click to verify if the fail-over URL is functioning.
<b>Continue</b>	Click to go back to the main page.

If you edit a Native type agent script, the system displays the editor where you can make changes to the script and then click **Save**. For more information about working with the editor, see [Working with the editor for adding or editing Native type agent scripts](#) on page 79.

## Creating agent scripts

For agent-based campaigns, the agents might require scripts for questionnaires or for gathering and updating information. Agent can create these scripts with the embedded HTML script editor and assign to campaigns. If a script is located on a different server, outside the POM environment, then

you can register the script as an URL on the POM server. Also, you can register a fail-over URL for the primary URL.

You can create two types of agent scripts; Native and URL. You can reuse the script by saving the script with a different name and customizing the script. This option is valid only for the Native type of agent scripts. You can also import or export a Native agent script. For creating or editing a Native type of agent script, you must work with a built-in editor. This editor lets you create your script and also has the functionality to add POM-specific attributes such as FirstName, LastName, Phone 1.

For URL type of agent script, you must specify the primary URL where the script belongs. For the primary URL does not function, you can also provide a fail-over URL.

### Procedure



1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Agent Scripts**.
3. Click **Add** to add a new agent script.
4. Use the **Select Agent Script Type** drop-down list to select the type of agent script.
5. Specify a name for the agent script.
6. Click **Continue**.
7. Create a script for the agent if you select the agent script type as Native. For more information about working with the editor, see [Working with the editor for adding or editing Native type agent scripts](#) on page 79.
8. Specify a **Primary URL** and a **Fail-over URL** for the agent script type URL.
9. Click **Verify** to check if the primary URL and the fail-over URL are functioning.
10. Click **Save** to save the agent script.

---



## Working with the editor for adding or editing Native type agent scripts

Use this page to add or edit a Native type of agent script using the editor. This is a built-in editor where you can use general editing functionality of an editor in addition to POM specific attributes.

### Procedure

1. Click  to insert the system defined POM attributes in the script. For example, First Name.
2. Click  to update the system defined POM attribute. For example, Phone Number 1.
  - a. Select the contact attribute from the drop-down list.

## Agent Scripts


- b. Select the UI type from the drop-down list.
    - If you select the UI type as **Text**, then the system displays a text field where you can enter and update the value.
    - If you select the UI type as **Text Area**, then the system displays a text box where you can enter and update the value.
    - If you select the UI type as **Select**, then the system displays drop-down list where you can select the value.
  - c. Specify the button label to displays to the agent using the **Update Button Label** field.
3. Click  to update multiple POM attributes at one time. For example, First Name, Salary, Address.
  - a. Select the contact attribute from the drop-down list.
  - b. Select the UI type from the drop-down list.
    - If you select the UI type as **Text**, then the system displays a text field where you can enter and update the value.
    - If you select the UI type as **Text Area**, then the system displays a text box where you can enter and update the value.
    - If you select the UI type as **Select**, then the system displays drop-down list where you can select the value.
  - c. Specify the button label to display to the agent using the **Update Button Label** field.
4. Click  to update agent attributes. The values you update are at the agent level.

 **Important:**

You must define the agent attributes first in order to use them in the agent script.

- a. Select the agent attribute to update using the drop down list.
- b. Select a UI type to display on the screen. You can have the following UI types:
  - Button for Add operation: Use to display the Add button on the screen.
  - Button for Subtract operation: Use to display the Subtract button on the screen.
  - Button for Assign operation: Use to display the Assign button on the screen.
  - Make the input mandatory: Use to add validation and make the input mandatory.

For more information about updating the agent attribute and using the different UI types, see the *Examples* section.

5. Click  to update the campaign attributes. The values you update are at the campaign level.

**! Important:**

You must define the campaign attributes first to use them in the agent script.

- a. Select the agent attribute to update using the drop down list.
- b. Select a UI type to display on the screen. You can have the following UI types:
  - Button for Add operation: Use to display the Add button on the screen.
  - Button for Subtract operation: Use to display the Subtract button on the screen.
  - Button for Assign operation: Use to display the Assign button on the screen.
  - Make the input mandatory: Use to add validation and make the input mandatory.

For more information about updating the campaign attribute and using the different UI types, see the *Examples* section.

6. Click **Save** to make the changes permanent and save the agent script.

**Example****Update agent attribute**

For example, if you are running a collection type of campaign and to ensure how many agents collected how much amount, you can update the currency attribute. You can add the **Add**, **Subtract**, **Assign** buttons on the screen and also confirm that you always enter the currency attribute and never leave blank. The agents can then use the operation buttons on the screen and add values as the campaign runs. The **Add** button appends the value entered to the existing value. If the existing value is 50, and the agent types 50 and clicks **Add**, the system adds 50 to the existing value. The **Subtract** button also works in the same way. The **Assign** button overrides the existing value. If the agent types in 60 and clicks **Assign**, the system overrides the existing value and replaces the existing value with 60.

**Update campaign attribute**

For example, if you are running a collection type of campaign and want to ensure how many much amount is collected at the end of the campaign, you can update the currency attribute. You can add the **Add**, **Subtract**, **Assign** buttons on the screen and also confirm that you always enter the currency attribute and never leave blank. The agents can then use the operation buttons on the screen and add values as the campaign runs. The **Add** button appends the value entered to the existing value. If the existing value is 50, and the agent types 50 and clicks **Add**, the system adds 50 to the existing value. The **Subtract** button also works in the same way. The **Assign** button overrides the existing value. If the agent types in 60 and clicks **Assign**, the system overrides the existing value and replaces the existing value with 60.

# Chapter 11: Agent attributes

---

## About agent attributes

You can use agent attributes to track or monitor agent performance. Each agent attribute has a name and a datatype. You can use only Currency and Long datatype for an agent attribute. You cannot change the name and datatype of the agent attribute after creating or adding the agent attribute. POM can use the agent attributes through the native agent scripts or external scripts to monitor the agent performance for a specific campaign.

For example:

If you are running a blood donation campaign and you want to know which agent got how many responses, you can create an agent attribute <XYZ> with Long datatype. The agent will increase, decrease, or update the value of the <XYZ> agent attribute when the agent receives a response. At real time through POM Monitor, the attribute values in the Agent Detail View show which agent received how many responses and track the agent performance.

If you are running a collection and you want to know each agent's collection, you can create an agent attribute <ABC> with Currency datatype. The agent increases, decreases, or updates the value of the <ABC> agent attribute with the amount of funds collected. At real time through POM Monitor, the attribute values in the Agent Detail View show each agent's collection.

You cannot delete an agent attribute if any native agent script is using the specified agent attribute, or if any of the reporting tables have the specified agent attribute.

You can create more than one agent attribute for a given campaign, or you can use the same agent attribute for more than one campaign.


You can update the agent attributes using Web services and the agent scripts.

---

## Manage agent attribute page field descriptions

This page displays the list of all existing agent attributes. Depending on your user role, you can add, change, or delete the agent attributes. If a multitenant user creates an agent attribute, POM associates the agent attribute to the user's organization.

Field or Button	Description
<b>Name</b>	Displays the name of the agent attribute.
<b>Data Type</b>	Displays the data type of the agent attribute.

Field or Button	Description
Action	Use  to delete the agent attribute.
Add	Use to add a new agent attribute.

---

## Add new agent attribute page field descriptions

Use this page to add a new agent attribute. You can add agent attributes with Long and Currency data types.

Field or Button	Description
<b>Add Agent Attribute</b>	
Attribute name	Specify a unique name for the agent attribute to add.
Data type	Use the drop down list to select the data type to associate with the agent attribute.
Description	Specify a brief description about the agent attribute.
Save	Use to make the changes permanent.

---

## Adding a new agent attribute

### About this task

Perform the following steps to add a new agent attribute.

### Procedure

1. From the left pane, select **POM > POM Home > Campaigns > Agent Attributes**.
2. Click **Add**.
3. Specify values for **Attribute name**, **Data type**, and **Description** fields.
4. Click **Save** to make the changes permanent.

---

## Edit agent attribute page field descriptions

Use this page to edit the description for the existing agent attributes. You cannot edit the name and the data type of the agent attribute.

Field or Button	Description
<b>Edit Agent Attribute</b>	

## Agent attributes

Field or Button	Description
<b>Attribute name</b>	Displays the attribute name of the agent attribute you select. You cannot edit this field.
<b>Data type</b>	Displays the data type of the agent attribute you select. You cannot edit this field.
<b>Description</b>	Specify a new brief description about the agent attribute.
<b>Save</b>	Use to make the changes permanent.

---

## Editing an agent attribute

**About this task**

Perform the following steps to edit an existing agent attribute.

**Procedure**

1. From the left pane, select **POM > POM Home > Campaigns > Agent Attributes**.
2. From the list of existing agent attributes, click the attribute to edit.
3. Edit the **Description** field.

You cannot edit the values for **Attribute name** and **Data type** fields.

4. Click **Save** to make the changes permanent.


---

## Deleting an agent attribute

**About this task**

Perform the following steps to delete an agent attribute.

**Procedure**

1. From the left pane, select **POM > POM Home > Campaigns > Agent Attributes**.
2. Select the agent attribute to delete and click .

The system displays a message to confirm the deletion of the agent attribute.

3. Click **Yes** to delete the agent attribute.

# Chapter 12: Completion Codes

## About completion code

Completion codes identify the outcome of either making a phone call, sending SMS, e-mails as part of the campaign. Completion codes are of two types: system completion codes and custom completion codes. POM internally updates the system completion codes for each call, SMS, and email. You can define and associate one or more custom completion codes with a campaign when you need some user input. Completion codes tracks the progress of a contact in a campaign cycle. For example, if you have a blood donation campaign, when the potential donor answers the telephone, POM plays a custom Dialog Designer or Avaya Aura® Orchestration Designer application with a message that prompts the potential donor to press 1 if interested, or 2 if not interested. On pressing 1 or 2, the Dialog Designer or Avaya Aura® Orchestration Designer application updates the appropriate completion code (Interested in Blood Donation, Not interested in Blood Donation) using the POM Pluggable Data Connectors (PDC).

The following table lists the system completion codes.

Completion Code ID	Completion Code Name	Description
1	In Queue	This completion code is assigned to all contacts which are not processed. You can view this completion code in reports for contacts not attempted for a campaign. This operation can happen when a campaign is stopped or finished before all contacts can be attempted. This completion code is applicable for all types of campaigns.
2	Attempt In Progress	This completion code is assigned to all contacts when the contacts are processed. This completion code is temporary and must change once a completion code is received for that attempt. POM port license blocks when a contact attempt is in progress.
3	Call Waiting	The call is waiting.
4	Disconnected By User	This completion code is assigned when the called party answers the call and immediately disconnects the call even before POM has started the application. This completion code is applicable only for voice campaigns.
5	Call Busy	This completion code is assigned when the status of the call party is detected as busy . This completion code is applicable only for voice campaigns.
6	Ring No Answer	This completion code is assigned when the called party does not answer the call within specified time duration. The maximum ring duration can be set for the Call node in the campaign strategy for a campaign. POM must receive

## Completion Codes

Completion Code ID	Completion Code Name	Description
		ringing indication from network for assigning this completion code. This completion code is applicable only for voice campaigns.
7	Call Answered	This completion code is assigned when a connect is detected for a call. If Enhanced CCA is ON, this changes depending on result of the further call analysis. When Enhanced CCA is off, this is the final system completion code for all successful calls. This completion code is applicable only for voice campaigns.
8	Answer Human	This completion code is assigned when the CCA engine detects live voice for a call. This completion code cannot be received if Enhanced CCA is off. This completion code is applicable only for voice campaigns.
9	Answer Machine	This completion code is assigned when the CCA engine detects answering machine response for a call. This completion code cannot be received if Enhanced CCA is off. This code is applicable only for voice campaigns.
10	Network Refusal	This completion code is assigned if any error is received from network for a call. This completion code is applicable only for voice campaigns.
11	Invalid Number	This completion code is assigned if the address provided is not valid or is blank. This completion code can be received for a voice, or SMS based campaign.
12	No Answer	This completion code is assigned if the call is not answered and no specific result is available.
13	Fax Machine	This completion code is assigned when the CCA engine detects a fax machine after the call answer. This completion code is applicable only for voice campaigns.
14	SIT Tone	This completion code is assigned when the CCA engine detects Special Information Tones. This completion code is applicable only for voice campaigns.
15	Reorder Tone	This completion code is assigned when the CCA engine detects reorder tone. Network can send reorder tone for various reasons. Consult the service providers for knowing reasons for this code. This completion code is applicable only for voice campaigns.
16	Max Attempts Reached	This completion code is assigned when the maximum attempts to connect to the contact are reached.
17	Email Queued	This completion code is assigned when POM sends an email to Experience Portal.
18	Email Sent	This completion code is assigned when the Experience Portal system successfully sends the email.
19	Email Delivered	This completion code is assigned when the system successfully delivers the email to the recipient address specified by the sender, which includes "delivery" to a mailing list exploder. It does not indicate that the message is read.

Completion Code ID	Completion Code Name	Description
20	Email Failed	This completion code is assigned when the system cannot deliver the email to the recipient. The Reporting MTA has abandoned any attempts to deliver the message to this recipient. No further notifications must be expected.
21	Email Expanded	This completion code is assigned when the system successfully delivers the email to the recipient as specified by the sender, but forwarded by the Reporting-MTA beyond that destination to multiple additional recipient addresses.
22	Email Relayed	This completion code is assigned when the system relays the message into an environment that does not accept responsibility for generating DSNs on successful delivery.
23	Email Delayed	This completion code is assigned when the system indicates that the Reporting MTA has so far been unable to deliver or relay the message, but continues to attempt to do so.
24	Email Couldnot Send	This completion code is assigned when the Experience Portal system cannot send the email because of some unknown error.
25	Email Couldnot Deliver	This completion code is assigned when the system does not deliver the email because of some unknown error.
26	SMS Queued	This completion code is assigned when a SMS is given to the SMS Server for sending. This completion code is usually the first completion code for a SMS. This completion code is applicable only for SMS campaigns.
27	SMS Sent	This completion code is assigned when the SMS server receives a response from the SMPP Service provider for the sent SMS. The SMPP service provider sends this response acknowledging the receipt of SMS on the SMPP Server end. This completion code is applicable only for SMS campaigns.
28	SMS Delivered	This completion code is assigned when a delivery report is received for a SMS. This completion code is received only if Delivery Receipts is enabled while configuring the SMPP connection. This completion code is applicable only for SMS campaigns.
29	SMS Failed	This completion code is assigned when the POM system fails to send the SMS. This completion code is applicable only for SMS campaigns.
30	SMS Buffered	This completion code is assigned when the POM system buffers the SMS.
31	SMS Rejected	This completion code is assigned when the SMS is rejected from SMPP server.
32	SMS Could not Send	This completion code is assigned when the POM system cannot send the SMS.
33	SMS Could not Deliver	This completion code is assigned when the POM system cannot deliver the SMS.
34	Media Server Failure	This completion code is assigned when the POM system fails to invoke the media server for a contact attempt. Some of the reasons for this can be - server is not functional or server is not reachable. This completion code is received only when the automatic retry on media server failure is turned off in

## Completion Codes

Completion Code ID	Completion Code Name	Description
		the campaign strategy. This completion code is applicable for all types of campaigns.
35	General Failure	This completion code is assigned when the POM system encounters a general error.
36	Restricted DNC	This completion code is assigned when DNC restriction is ON in either campaign restrictions or campaign strategy and the contact address is included in the DNC list. This completion code is applicable for all types of campaigns.
37	Restricted Other	This completion code is assigned when a permanent restriction mentioned in either campaign restrictions or campaign strategy is applicable for a given contact. This completion code is applicable for all types of campaigns.
38	Invalid Address	This completion code is assigned when the email address specified is invalid. This completion code is applicable only for email campaigns.
39	Attempt Timeout	This completion code is assigned when no result is received for an attempt within specified time duration. The agent can change this duration in the POM global configurations. This completion code can be a result of abnormal situations such as crash or hang situations in some components of the system (mainly MPP or Web service components) and this code is assigned to release POM ports from being stuck forever. This completion code is applicable for all types of campaigns.
40	Application Error	This completion code is assigned when an error is received while starting an application assigned for a call campaign. This completion code is received before the call is made and so prevents the call from starting in the error conditions. Some of the possible reasons for this completion code are , the application server hosting the application is not functional, is overloaded, or is not reachable. Another reason can be that, errors are there in the application and so it cannot start. This completion code is applicable only for voice campaigns.
41	Custom Invoke Finished	This completion code is assigned when the custom invoke is finished for custom pacing.
42	Rejected by Selector	This completion code is assigned when the POM moves the contact to done at the selector state. This completion code is applicable only for agent-based campaigns.
43	Nuisance Call	This completion code is assigned when POM does not find an agent. This completion code is applicable only for agent-based campaigns.
44	Reject In Preview	This completion code is assigned when the agent rejects the contact in the preview state. This completion code is applicable only for agent-based campaigns.
45	Preview In Progress	This completion code is assigned when the agent is previewing the contact. This completion code is applicable only for agent-based campaigns.

Completion Code ID	Completion Code Name	Description
46	Callback Expired	This completion code is assigned when POM cannot callback as the callback time has passed. This completion code is applicable only for agent-based campaigns.
47	Callback Terminated	This completion code is assigned when POM cannot callback as the campaign stops or it finishes. This completion code is applicable only for agent-based campaigns.
48	Callback Postponed	This completion code is assigned when no agents are there available for the callback. This completion code is applicable only for agent-based campaigns.
49	Callback Inqueue	This completion code is assigned when the agents put the callback in queue. This completion code is applicable only for agent-based campaigns.
50	Desktop Error	This completion code is assigned when you get an error on the agent desktop while processing the contact information. This completion code is applicable only for agent-based campaigns.
51	Disconnected By Agent	This completion is assigned when the agent disconnects the call in dialing state. This completion code is applicable only for agent-based campaigns.

**\* Note:**

You can create custom completion codes with the same names as the system completion code, but the same names might lead to a confusion in a campaign strategy.

For example, if you create a completion code by the name Answer Human, you see two Answer Human completion codes in the drop-down list while creating a campaign strategy. You find it difficult to differentiate between the custom and the system completion code.

For MS SQL database, the completion code is case-insensitive. For example if you have a completion code <CD1> and another as <cd1>, MSSQL does not recognize the completion codes as two different completion codes. If <CD1> already exists, you cannot have another completion code as <cd1>.

The completion codes an Org user creates, are accessible only to users belonging to the creator's organization. A global user has access to all completion codes across all organization. For an Org user, the completion codes associated to the users organization are accessible while creating and editing campaigns, creating and editing campaign strategies.

**\* Note:**






A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.


## Completion codes page field descriptions



Use this page to add new completion codes.

**\* Note:**

You cannot change the system completion codes.


Field or Button	Description
Textbox	Use to enter the name of the completion code to search.
	Use to start the search.
	Use to clear or cancel the search.
You see the following fields when you click Advanced	
<b>Select</b>	Use the drop down list to choose the search criteria. You can specify the search criteria using any one option: <ul style="list-style-type: none"> <li>• Completion Code</li> <li>• Right Party Connect</li> <li>• Success</li> <li>• Closure</li> </ul>
<b>Select</b>	Use the drop down list to specify the operator you can use to specify the search criteria. The list of available operators differs when you select different options. If you select Completion Code, you can use any one of the operators: <ul style="list-style-type: none"> <li>• Equal to (=)</li> <li>• Not Equal to (!=)</li> <li>• In</li> <li>• Like</li> </ul> Use the text box to specify the criteria after you select the operator. If you select Right Party Connect, or Success, or Closure, you can use only the equal to (=) operator.
	Use to go to the first page.
	Use to go to the previous page.
<b>Records Per Page</b>	Use to specify the number of records to be displayed per page.
<b>Go To Page</b>	Use the text box to specify a particular page you want to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the next page.

Field or Button	Description
	Use to go to the last page.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages required to list all the attributes.
<b>Select</b>	Use this to specify either true or false value when you select Right Party Connect, or, Success, or Closure to search the completion code.

Field or Button	Description
<b>Completion Code ID</b>	Displays the unique completion code ID.
<b>Completion Code</b>	A unique name for the completion code.
<b>Right Party Connect</b>	Displays if the Right Party Connect flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor.
<b>Success</b>	Displays if the Success flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
<b>Closure</b>	Displays if the Closure flag is set for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
<b>Description</b>	A brief description of the completion code.
<b>Action</b>	<p>The action that can be performed on the completion code.</p> <ul style="list-style-type: none"> <li>Click  to delete the completion code.</li> </ul> <p> <b>Note:</b></p> <p>You cannot delete a completion code in the following cases:</p> <ul style="list-style-type: none"> <li>- The completion code is associated with a campaign. In such cases, you need to remove the association with the campaign and then delete the completion code.</li> <li>- If the completion code is associated with an Avaya Aura® Orchestration Designer application created using PDC nodes, you must remove the association with the Avaya Aura® Orchestration Designer application and then delete the completion code.</li> <li>- If the completion code is a part of historical information stored in the database.</li> </ul>
<b>Add</b>	Use to add the completion code.
<b>Add Multiple</b>	Use to add more than one completion code
<b>Delete</b>	Use to delete the completion code.

## Add completion code page field descriptions

Use this page to add new completion codes.

Field or Button	Description
<b>Name</b>	Use to specify an unique identifier for the completion code.   <b>Note:</b> The maximum length of completion code name is 80 characters.
<b>Description</b>	Use to specify a brief description of the completion code.
<b>Right Party Connect</b>	Use to specify to use the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor. For example if you are running a blood donation campaign, you can use the Right Party Connect flag to mark all contacts with whom you can connect and explain about the campaign.
<b>Success</b>	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor. For example, if you are running a blood donation campaign, you can use the Success flag to mark all contacts who have responded to the campaign.
<b>Closure</b>	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor. For example, if you are running a blood donation campaign, you can use the Closure flag to mark all contacts with whom you can connect, take the responses from the contacts and then mark the interaction as closed.
<b>Save</b>	Use to save the completion code.

## Adding completion code

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Completion Codes**.
3. Click **Add**.
4. Specify the name of the completion code and a brief description.
5. (Optional) Use the **Right Party Connect** selection box to set a flag.
6. (Optional) Use the **Success** selection box to set a flag.
7. (Optional) Use the **Closure** selection box to set a flag.

8. Click **Save** to add the new completion code.

## Add multiple completion codes page field descriptions

Use to add more than one completion code at a single click. You can add up to 25 completion codes in single click.

Field or Button	Description
<b>Name</b>	Use to specify an unique identifier for the completion code.  * <b>Note:</b> The maximum length of completion code name is 80 characters.
<b>Description</b>	Use to specify a brief description of the completion code.
<b>Right Party Connect</b>	Use to specify the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor.
<b>Success</b>	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
<b>Closure</b>	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
<b>Add more rows</b>	Use to add more rows so that you can add more than one completion codes in single click.
<b>Save</b>	Use to save the completion code.

## Adding multiple completion codes

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Completion Codes**.
3. Click **Add Multiple**.
4. Specify the name of the completion code and a brief description.
5. (Optional) Use the **Right Party Connect** selection box to set a flag.
6. (Optional) Use the **Success** selection box to set a flag.
7. (Optional) Use the **Closure** selection box to set a flag.

## Completion Codes

8. Repeat step 4 to step 7 for all completion codes to add.

You can add up to 25 completion codes in a single click.

9. Click **Save** to add the new completion codes.

---

## Edit Completion Code page field descriptions

Use this page to edit the completion code.

Field or Button	Description
<b>Name</b>	Displays the name of the completion code. You cannot edit the name of the completion code.
<b>Description</b>	Use to add or edit the description for the completion code.
<b>Right Party Connect</b>	Use to specify to use the Right Party Connect flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Right Party Connect count. The count is shown in completion code summary reports and POM Monitor
<b>Success</b>	Use to specify to use the Success flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Success count. The count is shown in completion code summary reports and POM Monitor.
<b>Closure</b>	Use to specify to use the Closure flag for completion code. You can use the flag only for custom completion codes. This flag helps you to determine the total number of Closure count. The count is shown in completion code summary reports and POM Monitor.
<b>Save</b>	Use to save the changes made to the completion code.

---

## Editing completion code

You can edit only the custom completion codes.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Completion Codes**.
3. Click the completion code, to edit.
4. Specify a brief description.
5. (Optional) Use the **Right Party Connect** selection box to set a flag.
6. (Optional) Use the **Success** selection box to set a flag.
7. (Optional) Use the **Closure** selection box to set a flag.

8. Click **Save** to update the completion code.

---

## Deleting completion code

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Completion Codes**.
3. On the Completion Codes page, click **Delete**.

 **Note:**

You cannot delete a completion code in the following cases:

- If the completion code is part of campaign strategy. In such cases you must remove the association with the campaign strategy and then delete the completion code
- If the completion code is associated with a campaign. In such cases, you must remove the association with the campaign and then delete the completion code.
- If the completion code is associated with a Avaya Aura® Orchestration Designer application created using PDC nodes, you must remove the association with the Avaya Aura® Orchestration Designer application and then delete the completion code.
- If the completion code is associated with the campaign history and contact history. In such cases, you must purge the campaign data, and then delete the completion code.
- If the completion code is a part of historical information stored in the database.

The system displays a Confirm Delete dialog box.

4. Click **OK** to confirm the deletion, or **Cancel** to cancel the deletion.

# Chapter 13: Campaign strategies

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## About campaign strategies

A campaign strategy is mandatory for creating and running campaign. Campaign strategy is the backbone of any campaign. Campaign strategy is created using a Adobe Flash Player, version 11, or above, based editor provided with POM.

Campaign strategy is created using nodes and each node generates an XML code.

Use **View Source** in the campaign strategy editor to view the XML code.

To define various actions to take place on a contact record during a campaign, use the campaign strategies. In an action, you can choose the notification channel as either voice, SMS, email, or custom action to notify the contact.

You can also specify various rules for the specific contact record such as timing restrictions and number of retries. You can specify the applications to be used, or the personalized notifications texts or both to be sent in the campaign strategy.

Use campaign strategies to:

- Define various channels such as voice, SMS, email, and custom to communicate with the contact.
- Allow flexibility when using different telephones at different times. For example:
  - Call Joe at the home telephone from 6 a.m. to 8 a.m.; call the work telephone from 8 a.m. to 4 p.m, and call the home telephone from 4 p.m. to 6 p.m.
  - Send an SMS to Frank's work telephone, wait for 4 hours, and for the case of no reply call Frank on the home telephone.
- Define the Avaya Aura® Orchestration Designer applications to play for a live voice and an answering machine. When you use the Avaya Aura® Orchestration Designer applications, you can give differential treatment depending on whether the call is answered by a live voice, or an answering machine.

For example, if a live voice answers the call, the Avaya Aura® Orchestration Designer application transfers the call to an agent , and if an answering machine answers the call, the Avaya Aura® Orchestration Designer application plays a notification message.

- Define the retry parameters for unsuccessful attempts such as call busy and ring no answer.
- Allow override of global restrictions based on certain opt-ins. For example, if any contact has set a Global restriction to not call a contact registered in the DNC list. Another example is where a campaign strategy for 'Salary notification' might override the DNC-related global restriction based on the "Salary notification opt-in" field set for each contact.

A campaign strategy can be in any one of the states; completed (final), draft, or template.

You can create an entirely new campaign strategy, or select one of the templates. You have a template available for all different types of campaign strategies that you can create.

You can also create a strategy to first play a notification using AvayaAgent app or Custom DD app and later transfer the call to a nailed POM Agent. You can achieve this by transferring the call as blind transfer to "tel:AvayaPOMAgent". In such strategy call pacing can be any agent pacing such as preview, progressive, ECR or Cruise Control

A global user has access to all campaign strategies across organizations. An Org user has access to campaign strategies that are created by the users belonging to the specific organization. For more information about multitenancy, see *Avaya Aura® Experience Portal* documentation.

**\* Note:**

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

### Import and export campaign strategies



To copy the campaign strategies for reuse, you can export strategies from one POM Server as xml files and then import them on another POM Server. You can import or export the files generated using the POM environment only. You cannot import or export other files. The import fails if the file is modified after the export. While importing a campaign strategy, you can specify a new name or if you do not mention any name, then POM saves the campaign strategy with the name of .xml file. For more information, see [Campaign strategies page field descriptions](#) on page 97.

**⚠ Caution:**



If you are importing a campaign strategy from POM 2.0 to POM 3.0.1, the campaign strategy might give an error while saving if you have used the Call Answered completion code when Enhanced CCA is turned on in the POM 2.0 campaign strategy. To save the campaign strategy in POM 3.0.1, change the completion code to Answer Human.










## Campaign strategies page field descriptions


This page lets you manage the campaign strategies.

Field or Button	Description
Text box	Use to search for specific campaign strategies. You can type the name of the campaign strategy.
	Use to start the search option.
	Use to clear the search.
<b>Advanced</b>	Use the link to specify advanced search options. You can use this option if you do not remember the name, but remember only some information about the campaign strategy.
You see the following fields only when you click the <b>Advanced</b> link.	

## Campaign strategies

Field or Button	Description
<b>Select</b>	Use the drop-down to specify the advanced search criteria for campaign strategy name.
<b>Select</b>	Use the drop-down to choose the operator to use with the search criteria. You can use the operators: <ul style="list-style-type: none"> <li>• = Equal to: For example</li> <li>• != Not equal to</li> <li>• in</li> <li>• like</li> </ul>
<b>Textbox</b>	Use to specify the search criteria manually by typing in the text box.
	Use to start the search.
	Use to stop or clear the search.

Field or Button	Description
<b>Name</b>	Displays the names of the existing campaign strategies.
<b>State</b>	Indicates whether the campaign strategy is in the draft state or completed state. State also indicates whether the campaign strategy is a template and you can reuse it. Only strategies in completed state are used in campaigns.
<b>Task Types</b>	<ul style="list-style-type: none"> <li>•  indicates this strategy includes an agent.</li> <li>•  indicates that this strategy includes a call action node.</li> <li>•  indicates that this strategy includes a mail action node.</li> <li>•  indicates that this strategy includes an SMS action node.</li> <li>•  indicates that this strategy includes a custom action node.</li> </ul>
<b>Action</b>	<p>You can perform the following actions:</p> <ul style="list-style-type: none"> <li>• Use  to save the campaign strategy.</li> <li>• Use  to view the campaign strategy summary. You can see the campaign strategy summary only for the campaign strategies in completed state.</li> <li>• Use  to export the campaign strategy.</li> <li>• Use  to delete the campaign strategy.</li> </ul>
<b>Add</b>	<p>Use to create a new strategy. When clicked, you see the following fields:</p> <ul style="list-style-type: none"> <li>• <b>Name:</b> A unique identifier for the campaign strategy.</li> <li>• <b>Use Template:</b> Select to create a campaign strategy based on existing template.</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• <b>Template:</b> Use the drop-down list to select the template. It lists all system and the custom templates.</li> </ul> <p> <b>Note:</b></p> <p>The <b>Template</b> drop-down list is greyed out unless you select the <b>Use Template</b> selection box.</p>
<b>Import</b>	Click to import a campaign strategy. You can only import a .xml file exported from the POM environment. You cannot import a file after making changes to it. After it is imported, save the strategy in a draft state. After making necessary changes, you can save the strategy.
You see the following fields only when you click <b>Import</b>	
<b>Import Strategy:</b>	
<b>New Name</b>	Use to specify a new name to the file. If you do not specify any name, POM saves the strategy with the name of the file which is being imported. If a strategy with that name already exists, the system displays an error message.
<b>Please select the file</b>	Use to specify the path of the file. Click <b>Browse</b> to navigate to the file.

## Save campaign strategy as page field description

Use this page to create a new campaign strategy based on existing strategy using Save As option.

Field or Button	Description
<b>Name</b>	Displays the name of the existing campaign strategy.
<b>New Name</b>	Use to specify a new name for the existing campaign strategy.
<b>Save</b>	Use to save the changes.
<b>Save As Template</b>	Use to save an existing campaign strategy as a template.

## Campaign strategy editor page field description

Use this editor to design the campaign strategy.

Field or Button	Description
<b>Hide Tool Box / Show Tool Box</b>	Use toggle button to hide or show the left pane of the campaign strategy editor.

## Campaign strategies

Field or Button	Description
<b>Show Source / Show Design</b>	Use the toggle button to view the source or the XML format of the campaign strategy. Each node generates an XML code. Show Source displays the XML code in a read-only pane. You can copy this and send it for troubleshooting to the concerned team.
<b>Save</b>	Use to save the campaign strategy.  * <b>Note:</b> If errors are there in the campaign strategy, it is not saved.
<b>Save Draft</b>	Use to save the campaign strategy in draft mode, even if errors are there in the campaign strategy.
<b>Copy</b>	Use to copy the selected node to clipboard.
<b>Paste</b>	Use to paste the selected node from the clipboard.
<b>Delete</b>	Use to delete the selected node.

There are four panes in the campaign strategy:

- Use the left pane, to see all nodes and their child nodes.
- Use the middle pane to drag-and-drop nodes from the left pane, and create a campaign strategy.
- Use the right pane to view and edit the properties of the nodes. All mandatory properties appear in bold.
- Use the lower pane to view all logs, warnings, and the error messages.

\* **Note:**

When you are creating a campaign strategy and you click any node in the campaign strategy editor, and you get no response, then click the parent node first and then click the specified node again.

## Notification Text


Notification text is one of the two top level nodes. Use this node to define the notification text to play, or send in an email message, or an SMS by the Avaya Notify or Avaya Agent applications. Notification text has one child node; [Text Item](#) on page 101. You can add more than one Text Item under the Notification Text node, when to send different notifications for different languages. You can choose the language from the language drop down. Notification Text is mandatory for all nodes except if you use application as URL or Custom under the Call node.

For example, when the completion code is Answer Human, play one Notification Text and when the completion code is Answer Machine, play another Notification Text.

\* **Note:**

All mandatory properties of this node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Notification Text.
<b>Description</b>	You can specify a description for the notification text.
<b>ID</b>	A unique ID, either a numeric value or a string. The Avaya Notify or Avaya Agent applications use this ID.
<b>Default Language</b>	<p>Select the default language for this notification text from the drop down list. The drop down lists all languages used for the text items under the notification text node. The notification is sent in default language either when the contact does not have any preferred language or when there is no matching Text Item for the contact's preferred language.</p> <p> <b>Note:</b></p> <p>To use Chinese language to set up a notification text, you must choose the correct language depending on the type of the campaign you are running. For example, to run a call-based campaign, you must select the Chinese spoken language as either Chinese (Cantonese), or Chinese (Mandarin). To run an SMS-based or email-based campaign, you must select the Chinese written language as either Chinese (Simplified) or Chinese (Traditional). If you select a wrong value, the campaign does not run.</p>
<b>Edit Description</b>	Use to edit the description of the node.

## Text Item

Use this node to define the text to play, or send in an email message, or an SMS. This node has no child node.


 **Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Text Item.
<b>Description</b>	You can specify a description for the Text Item.
<b>Language</b>	<p>This property defines the language for that text. You can select the language from the drop-down list.</p> <p>A notification is sent in the default language.</p>
<b>Subject</b>	This property is only valid for mail action. Use this property to define the subject of the email message. If you leave this value blank, then the subject of the email message is blank. The maximum length for the subject field is 2048 characters.
<b>Text</b>	Use this property to define the actual text. An editor opens when you click the <b>Edit Text</b> button.

## Campaign strategies

Property Name	Description
	<p>You can enter text either in Rich Text format, or in HTML format.</p> <p>You can also enter the contact attributes in the notification text.</p> <p>You can embed images in the text. You can embed images of either http type or file type.</p> <p> <b>Note:</b></p> <p>To ensure proper formatting of the text in the email, enable the <b>Enable HTML format</b> option. If you have embedded images in the email, the formatting might differ for different clients. The formatting of the image also depends on the server and client settings.</p> <p>The HTML editor is a basic editor which you can use to change font size, color, or add the hyperlinks, bullets.</p> <p>To enable full HTML support, clear the <b>Enable HTML format</b> check box, and paste the text in the HTML editor.</p>

 **Note:**

If you use XML tags in a notification text node, and the notification text is used in Avaya Agent or Avaya Notify nodes under call action, the system plays an error prompt.

To play a Hi <firstname> message, then type Hi in the text field, select the firstName attribute from the drop-down list, and then click **Insert**. This adds the \$firstName\$ in the notification text. When you play or display the notification text, it replaces the \$firstName\$, with the first name of the recipient.

---

## Handler

A Handler can have one or more tasks such as call, SMS, email, custom, and selector. A state is associated with each handler. There are 3 system defined states namely, initial, wait, and done. The campaign strategy is executed for each and every contact record in the campaign. The execution starts at the Handler node with initial state and you can have only one Handler node with state as initial. So the handler for initial state is mandatory. You can add custom handlers and move the records from initial state to other state, using NextState property of Result or ResultProcessor nodes or through the FailState property of retry node. States can have any value except wait or done.

For example, for Call Busy result, you have added Retry node and given 3 retry attempts after 60 seconds. If after 3 attempts the phone is still busy then you can move the contact to other state like sendmail and you can add mail action in that handler and send a mail to the contact.

Under each handler you can add one or more actions of same type or of different types.

For example, to make calls on phone\_number1 between 8am to 10am and calls on phone\_number2 between 10am to 5 pm then add 2 call action nodes under same handler and in each call action

node specify the MinContactTime and MaxContactTime respectively. The processing for a record gets over when the record reaches done state.

**\* Note:**

The state names are case-sensitive.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Handler.
<b>Description</b>	You can specify a description for the Handler.
<b>State</b>	<p>State can have any name except, done and wait.</p> <p>When the campaign job starts, all records are in initial state. When the processing is over, the records move to done state.</p> <p>When the record reaches done state, it moves out of the campaign.</p> <p>You have to name one of your handlers as initial. You cannot add a handler for wait and done state .</p> <p>If a contact record is in wait state, it remains in that state until some call disposition moves the record to next state.</p>

Use Case: Try a voice call to a contact. If the call disposition is Busy, send an email to that contact.

Strategy Design:

1. Add 2 handlers. Set state of first as initial and sendmail as second.
2. Put a call node inside first handler and put a result node under result processor.
3. Select Call\_Busy as result and select sendmail as next state.
4. Put the email node inside second handler.


## Call



Use the Call action node to make outbound calls. Call node has 4 child nodes; [Restrictions](#) on page 110, [Address](#) on page 118, [Senders Address](#) on page 119 and [ResultProcessors](#) on page 120. The Address and ResultProcessors are mandatory nodes.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Call.

## Campaign strategies

<b>Description</b>	You can specify the description for the call node.
<b>Sender's display name</b>	Use this to set the display for the name of the caller which is either the phone number or the SIP address.
<b>Sender's Address</b>	Use Sender's Address to define custom sender's address displayed to the called party. You can define a generic sender's address in the Sender's Address field used for all calls for the task and to customize it based on some contact attribute then you can add an Sender's address node. For example, set the Sender's Address as Avaya, but for a specific sender's address for some of the contacts use Sender's address node.
<b>Timeout (sec)</b>	Timeout (sec) defines the time to wait for the contact to pickup the call before changing the call disposition to Ring No Answer.
<b>Guard Times</b>	You can specify when POM can place calls. For example, for POM to place calls only during specific timings or days, you can specify a guard time with the criteria. You can then associate a campaign strategy with the guard times you have specified for a selected time zone. For example, for POM to place calls only during 8 am to 4 pm on Monday and Wednesday, you can specify a guard time with the criteria.
<b>Min Contact Time</b>	<p>MinContactTime sets the time before which calls are not allowed. So from 00:00:00 to Min Contact Time , you cannot make any calls. You can make the calls from Min Contact Time to either Max Contact Time, if set, or till 23:59:59.</p> <p> <b>Note:</b></p> <p>If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can make calls from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day.</p> <p>For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day.</p> <p>Date and Time based comparisons use the date and the time format specified in <b>Global Date Format</b> field.</p>
<b>Max Contact Time</b>	Max Contact Time sets the time upto which calls are allowed. So from Max Contact Time to 23:59:59, you cannot make any calls. You can make calls, either from 00:00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to make calls after 8pm, you can set the Max Contact Time to 20:00:00.
<b>Field or Button</b>	<b>Description</b>
<b>On Media Server Failure</b>	On Media Server Failure has two values, retry or no_retry. The default is retry. When set to retry and POM detects Voice Server failure, that contact is retried until the server starts responding again. If you set the value to no_retry, then the system marks the call attempt result as Media_Server_Failure, and you can handle this disposition in the Result node. If you do not handle the disposition, the system moves the contact to the done state and remove it from the running job. For more information about On Media Server Failure, see <i>Avaya Aura® Experience Portal</i> documentation.
<b>Enhanced CCA</b>	When Enhanced CCA is ON, POM tries to further classify a call after it receives a Call Answer or Call Connect disposition. If POM does not receive the start of a

	greeting message from the remote end within 2 seconds (configurable via campaign wizard) of Call Answer or Call Connect, the application assigned for live voice or Answer Human starts. If POM receives an indication of start of greeting message, it waits for upto 2 seconds for final call analysis result before starting the application. If no result is there within these 2 seconds, the application assigned for live voice or Answer Human starts. If the result is received after the application starts, POM appropriately changes the application and updates the result. If Enhanced CCA is OFF, POM does not try to classify a call after Call Connect or Call Answer and starts the applications when it receives a connect, and updates the disposition as Call Answered.
<b>Priority</b>	<p>You can decide the priority of the task by specifying a number between 1 to 10. The higher the number, the higher the priority of the task. For example, a task with priority assigned as 7 gets more ports as compared to the task with priority 3.</p> <p> <b>Note:</b></p> <p>In POM 2.0, you can specify the priority at the campaign level, where as in POM 3.0.1, you can specify the priority at the task level in the campaign strategy. If you are upgrading POM, and you save the campaign strategy without selecting or changing the priority of a task, POM applies the priority that you have mentioned in POM 2.0 for all tasks in the strategy.</p>
<b>Allocation Type</b>	You can decide how the ports are allocated to the tasks depending on the value you select. You can have the type as either Reserved or Dynamic. For more information about dynamic and reserved licensing, see <i>Proactive Outreach Manager Overview and Specification</i> .
<b>Applications</b>	
<b>Driver Application</b>	<p>Use to specify a CCXML application for making outbound calls. DriverApp defines the CCXML application that you can use for the outbound calls. This field lists all applications defined as POM:Driver in the Experience Portal application configuration. The selected application must have all resources (TTS, ASR etc.) required by the applications invoked from this strategy.</p> <p> <b>Note:</b></p> <p>For POM, two new application types are added in Avaya Aura® Experience Portal:</p> <ul style="list-style-type: none"> <li>• POM:Driver: POM:Driver has to be a CCXML application used to launch calls and allocate the Automated Speech Recognition (ASR), and the Text to Speech (TTS) resources.</li> <li>• POM:Application: The POM:Application type is a type of custom application. You can run this application through a campaign strategy. These applications get the ASR/TTS resources from POM:Driver application.</li> </ul>
<b>Nailer Application</b>	This is applicable only for agent-based campaigns. You can specify a CCXML application which takes care of establishing contact with an available agent, also called as nailing the agent.
<b>Nuisance Call Application</b>	Use to specify the Avaya Aura® Orchestration Designer application that is played to the customer if POM marks the call as nuisance call.
<b>On Hold Application</b>	Use to specify the Avaya Aura® Orchestration Designer application that is played to the customer if an agent places the customer call on hold.

## Campaign strategies

<b>Pacing Parameters:</b> The properties differ depending on the pacing type you choose.	
<b>Call Pacing Type</b>	Use to specify the pacing type for the given task.
<b>Min. Ports</b>	Use to specify the minimum number of POM ports for the given task. For more information, see <a href="#">Licensing page field descriptions</a> on page 36.
<b>Max. Ports</b>	Use to specify the maximum number of POM ports for the given task.
If you select the <b>Call Pacing Type</b> as Cruise Control, you see the following additional properties:	
<b>Desired Service Levels</b>	Use this to specify a service level against which the POM system compares the realized service levels to determine the magnitude and direction of service level errors. You can specify any value between 70 and 99.
<b>Min Agents</b>	Use to specify the minimum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Max Agents</b>	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Agent Outbound Skills</b>	Use to specify the agent with the required outbound skills so POM can assign the call.
<b>ACW Time (Sec)</b>	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.
<b># of ACW extensions</b>	Use to specify the number of After Call Work (ACW) extensions required for an agent.
<b>Default completion code</b>	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the <b>Call Pacing Type</b> as Expert Call Ratio you see the following additional properties:	
<b>Expert Call Ratio Type</b>	Use to specify the ratio type as Agent Work Time or Agent Update Time.  For Agent Work Time, the POM system monitors the time agents take to complete the calls and update the records, and adjusts the calling pace accordingly.  For Agent Update Time, the POM system monitors the time agents take to update records and adjusts the calling pace accordingly.
<b>Value (%)</b>	For Agent Work Time, enter a percent value from 0 through 100. The recommended setting is from 29 through 71.  For Agent Update Time, enter a percent value from 0 through 100. The recommended setting is from 32 through 78.
<b>Initial Hit Rate (%)</b>	The initial hit rate, a number, determines the average number of calls per agent that the POM system makes during the first 5 minutes of the campaign job.  The initial hit rate is the number of call completions compared with call attempts.  If you set the rate too low, at 20 to 30, the dialer can make more connects than your agents can handle during the initial dialing period.  If you set the rate too high, over 70, the POM system can fail to make enough connections to keep your agents busy.
<b>Minimum Hit Rate (%)</b>	The minimum hit rate, a number, determines the maximum number of calls to place to make an agent connection. The minimum and the maximum values are 1 and 100 respectively in the increments of 10. The default value is 30.

<b>Min Agents</b>	Use to specify the minimum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Max Agents</b>	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Agent Outbound Skills</b>	Use to specify the agent with the required outbound skills so POM can assign the call.
<b>ACW Time (Sec)</b>	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.
<b># of ACW extensions</b>	Use to specify the number of After Call Work (ACW) extensions required for an agent.
<b>Default completion code</b>	Use to specify the completion code and assign the completion code to the call, in case the agent does not provide the completion code.
If you select the <b>Call Pacing Type</b> as Preview you see the following additional properties:	
<b>Timed Preview</b>	Use to enable or disable the timed preview. If you enable the timed preview, the agent sees the preview of a contact for a specified time period. Select Yes to enable the time-based pacing preview.
<b>Preview Time (Sec)</b>	Use to specify the time duration in seconds for which the agent is given the preview of a contact.
<b>Can Cancel Preview</b>	Use to specify if the agent can cancel the preview. If you set the value to Enabled, the agent can cancel the preview.
<b>Min Agents</b>	Use to specify the minimum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Max Agents</b>	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Agent Outbound Skills</b>	Use to specify the agent with the required outbound skills so POM can assign the call.
<b>ACW Time (Sec)</b>	Use to specify the amount of time the agent gets after the call, to wrap up the call with notes or other with other related work.
<b># of ACW extensions</b>	Use to specify the number of After Call Work (ACW) extensions required for an agent.
<b>Default completion code</b>	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the <b>Call Pacing Type</b> as Progressive you see the following additional properties:	
<b>Over Dial Ratio</b>	
<b>Min Agents</b>	Use to specify the minimum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Max Agents</b>	Use to specify the maximum number of agents required for a task. You can specify any number between 1 and 9999.
<b>Agent Outbound Skills</b>	Use to specify the agent with the required outbound skills so POM can assign the call.
<b>ACW Time (Sec)</b>	Use to specify the amount of time, the agent gets after the call, to wrap up the call with notes or other with other related work.

## Campaign strategies

<b># of ACW extensions</b>	Use to specify the number of After Call Work (ACW) extensions required for an agent.
<b>Default completion code</b>	Use to specify the completion code and assign the completion code to the call, if the agent does not provide the completion code.
If you select the <b>Call Pacing Type</b> as <i>Time Based</i> you see the following additional properties:	
<b>Call Pace</b>	Specify a value between 1 to 1000000. This is rate of calls. For example if this value is 10 and unit is minute, POM tries to make 10 call attempts in 1 minute.
<b>Call Pace Time Unit</b>	Select the unit for the rate specified with <b>Call Pace</b> . The available values are 'Second', 'Minute' and 'Hour'.
If you select the <b>Call Pacing Type</b> as <i>Skill Based</i> you see the following additional properties:	
<b>Skill</b>	Use to select the inbound skill to monitor for the pacing of this task.  If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
<b>Parameter</b>	Select the parameter to monitor for the pacing algorithm.
<b>Desired Value</b>	Depending on the parameter selected, specify appropriate values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 100 .For Queue Length, specify a valid integer value between 1 to 1000.
<b>Initial Pace</b>	Use to specify the initial value of the number of call attempts in the pacing interval.
<b>Pace Interval</b>	Use to specify the time unit for the call pacing. You can specify the value in either seconds, minutes, or hour.
<b>Pacing Variation (%)</b>	Use to specify the pacing variation percentage. POM uses this value as a step to vary the pace depending upon the parameter value.
<b>Max Pace Value</b>	Use to specify the maximum pacing value for the task. You can specify a value between 1 to 500000. POM never exceeds this pace.

## Selector

Use the selector handler to change the way the system establishes a contact with the required contact record. For example, for campaign to make a voice call between 9 a.m. to 5 p.m., and after 5 p.m. send an SMS to the contact. You can specify the condition using the Selector handler. To place any such condition, you must place the Selector handler as the first handler. For any other actions to perform, you can place one or more handlers such as SMS, Call, Mail, or Custom. You can also use the Selector node for 2 way SMS and 2 way email campaigns.

The Selector node has 2 child nodes, Conditions and Condition.

The following table lists the properties and descriptions of the node:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Selector.
<b>Description</b>	Specify a description for the Selector node.
<b>Default Next State</b>	Next State has the default value as done. If a particular result is not handled by adding a result node, then the Next State value from the Selector node is used as the Next State for that result. By default it has 3 values, initial, done and wait.  As you add new handlers in the campaign strategy, those states are available in the <b>Next State</b> drop-down list.
<b>Edit Description</b>	Use to edit the description of the Selector node.

---

## Conditions (under Selector node)

The Conditions node is a child node of the Selector node. You can use this node to specify more than one condition.

The following table lists the properties and description of the node.

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify any name, the default name is Condition.
<b>Description</b>	You can specify a description for the Conditions node.
<b>Select Attribute Type</b>	Use to specify the attribute type to add conditions to. You can choose from system or from custom attributes.
<b>Selector Attribute</b>	Use to specify the attribute to add conditions. Depending on the attribute type you select, the values in the drop-down list change. For example, if you select system as attribute type, the drop-down lists all system attributes.
<b>Selector Custom Class</b>	Use to mention the custom class.
<b>Edit Description</b>	Use to edit the description of the Condition node.

---

## Condition (under Selector node)

The Condition node is a child node of the Selector node. You can use this node to specify more than one condition.

The following table lists the properties and description of the node.

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify any name, the default name is Condition.

## Campaign strategies

Property Name	Description
<b>Description</b>	You can specify a description for the Conditions node.
<b>Operator</b>	<p>You can choose any operator from the following:</p> <ul style="list-style-type: none"> <li>• Equals</li> <li>• Not Equals</li> <li>• Greater Than</li> <li>• Less Than</li> <li>• Between</li> <li>• Starts With</li> <li>• Contains</li> <li>• Is Null</li> <li>• Is Not Null</li> <li>• One Of</li> </ul>
<b>Value</b>	Specify a value for the condition.
<b>Min Value</b>	Specify a minimum value for the condition. For example if you are using the Between operator, you can specify a minimum value.
<b>Max Value</b>	Specify a maximum value for the condition. For example if you are using the Between operator, you can specify a maximum value.
<b>Next State</b>	<p>Next State has the default value as done. If a particular result is not handled by adding a result node, then the Next State value from the Condition node is used as the Next State for that result.</p> <p>By default it has 3 values, initial, done and wait. As you add new handlers in the campaign strategy, those states are available in the <b>Next State</b> drop-down list.</p>
<b>Edit Description</b>	Use to edit the description of the Condition node.

## Restrictions

Restrictions node is a parent node for [Restrict](#) on page 114 and [Override](#) on page 117 nodes. Restriction node has only one property; Name.

Use the **Name** property as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Restrictions.

Use the **Description** property to specify a description for the Restrictions node.

Use the **Edit Description** property to change the description of the Restrictions node.

 **Note:**

All restrictions specified in the campaign strategy and campaign restrictions are processed from top to bottom in the order they are listed, except for the DNC, which is applied first before any

other restriction. If two more restrictions match, although they have different exceptions, then the system applies the last restriction.

### Sample case study — Appointment reminder

Swedish clinics chose Premiere Global's Appointment Reminders application to send automated voice reminders to their patients of their upcoming appointments.

All 50 clinics in the network operate under one central appointment reservation system called MYSIS. Two business days before the scheduled appointment date, a file is exported for each clinic containing the patient name, phone number, appointment date, time, and location. The FTP submission is sent into the system which builds the job based on the profile setting and cues it up for delivery. The system then uses Text-to-Speech to deliver the message while inserting the appropriate appointment details. The message also uses Data Collection allowing the patients to press 1 to request a call to reschedule and press 2 to cancel the appointment.

Each delivery report is sent directly to the Clinic Administrator who can take appropriate action on the non-deliveries, cancels, or reschedules.

You can design the reminder in 2 ways:

- Use Record Selection criteria in the Campaign Creation Wizard (CCW): Use to filter only those records whose appointment date is after 2 days. This is an efficient way to create the appointment reminder as the campaign runs with filtered records and hence requires less resources. Use the attribute date and name it as *appointment\_date* to store the appointment date. Specify the **Filter Criteria** as all records whose *appointment\_date* is equal to \$TODAY +2, that is, 2 days after the current date.

**Record Selection**

Select a Contact Attribute to be used in selecting Contacts and click on the + icon. Type your criteria in the grid below or click on .. to select the criteria. Repeat it for each Contact Attribute to be used in setting record selection criteria.

Contact Attribute	Value	Operator
appointment_date	=	\$TODAY + 2

**Sort Criteria**

Select a Contact attribute to be used in sort criteria along with order and click on the + icon. Repeat sorting criteria.

Contact Attribute	Order	Operator
Select	Asc	Select

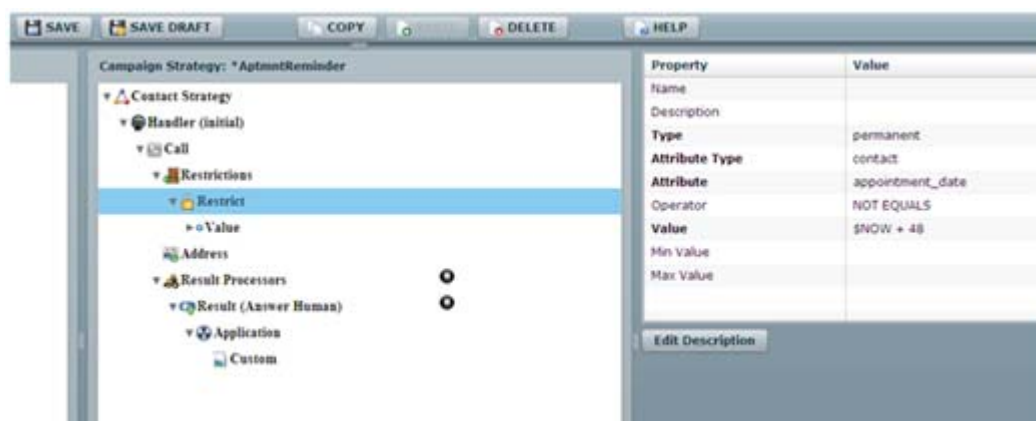
**Input criteria**

Column	appointment_date
Column type	DATE
Select an Operator	=
Date format:	DD
Input value	\$TODAY + 2
Show available values	<input type="checkbox"/>

OK Cancel Help

- Use Restrictions in the campaign strategy: Use to restrict all contacts whose *appointment\_date* is NOT EQUAL to \$NOW + 48. Use \$NOW to specify the current date and time. In this case when the system compares the date type attribute, the system compares the value with the system's current date. In this case, to apply an offset, that is, increment to \$NOW, specify the offset value in hours. To specify 2 days after the current date, the offset is 48 hours.

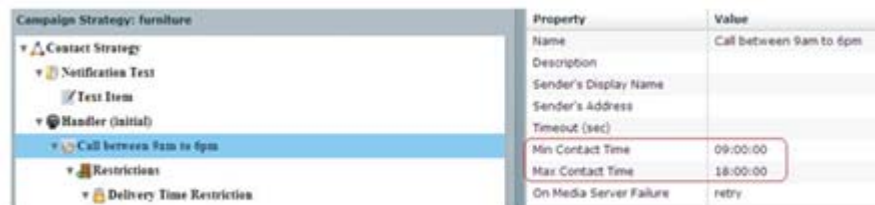
## Campaign strategies



### Sample case study — Furniture delivery schedule reminder

ABC works, a furniture delivery company wants to notify the customers about the furniture delivery schedule. The company provides the time value and they expect the system to call 3 hours ahead of the time value the company provides. For example, if the delivery is scheduled for 3:00 pm on Friday, May 25, 2012, then the company expects the system to call the customer at 12:00 noon, or as close to 12:00 noon as possible. The company wants to follow some time restrictions while making such calls. All calls must be made between 9 am and 6 pm. If the delivery is scheduled for 9 am, the system cannot make the call at 6 am.

As the POM system can make calls only between 9 am to 6 pm, set the **Min Contact Time** and **Max Contact Time** in the Call node of the campaign strategy.



#### ! Important:

Use \$NOW to specify the current date, time, or timestamp. You can use \$NOW with attributes having datatype as date, time, or timestamp. For this case study, you use time datatype. The attribute *sch\_time* is of the datatype time and stores the delivery time of each record.

You can use offsets with \$NOW that is increment or decrement the value with respect to \$NOW. For example, \$NOW+3 when compared with time or timestamp datatype, represents current time + 3 hours. Similarly, \$NOW+72 when compared with current time represents current time +72 hours, but when compared with current date, represents current date+3 days. \$NOW+3.25 when compared with timestamp represents current time+3.15 hours.

### Applying restrictions for the furniture delivery schedule case study

There are 2 schedules that you handle for the furniture delivery schedule:

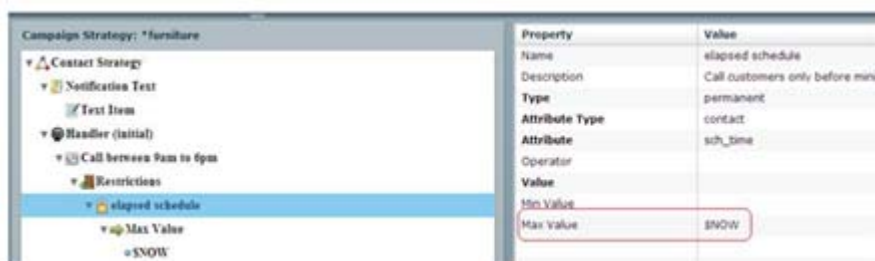
- Elapsed schedules
- Schedules which are more than 3 hours away

Assume that current time is 12:00 hours, that is, \$NOW=12:00 hours



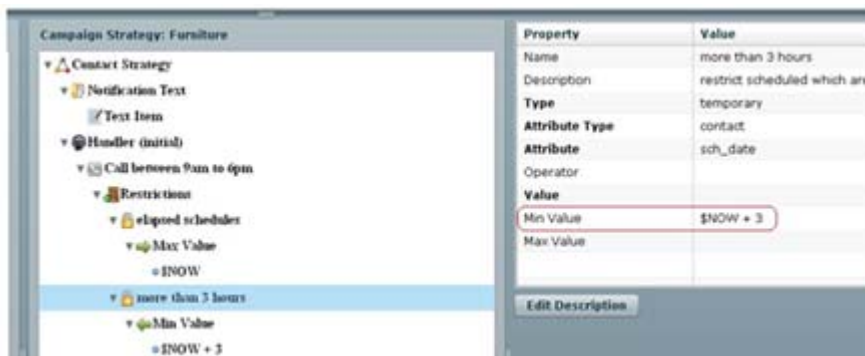
The Calling window shifts with \$NOW values, that is, if \$NOW=12:00 pm, then the system does not place a call for a delivery schedule at 4:00 pm as the calling window is only 3 hours. The system places a call to the same contact after 1:00 pm. For such contact records, you must mark the records as temporary restricted.

Restrict all schedules which are less than \$NOW or the system must not call until 12:00 hours. So the **Max Contact Time** value for the restriction area (a) is \$NOW.



For the restriction area (a), specify the **Type** as permanent. This marks the record restricted and the system does not retry this record. All the records whose delivery time is elapsed are not required to be called during the campaign.

Restrict all schedules which are greater than \$NOW+3 or the system must not call beyond 3:00 hours. So the **Min Contact Time** value for the restriction area (b) is \$NOW + 3.



For the restriction area (a), specify the **Type** as temporary. This marks the record restricted and the system retries to check if the restriction is still valid for the records, once the restriction condition becomes invalid for the record, the POM places a call to the contact record.

## Restrict



Use the Restrict node to apply restrictions on the contacts. You can base the restrictions on both predefined and custom attributes. Restrict node has one child node as [RestrictException](#) on page 116.

**\* Note:**

The mandatory properties for the node appear bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Restrict.
<b>Description</b>	Use to specify the description for the Restrict node.
<b>Type</b>	Type property decides whether to apply the restrictions permanently or temporarily. If the restrictions are permanent then the contact gets the disposition as Restricted_Other and you can move it out of the job if not explicitly handled in some result node. If the restrictions are temporary then the contacts remain in the same state and when the condition for the restriction changes to false, POM makes the contact attempt.
<b>Attribute Type</b>	AttributeType defines if the attribute is system or contact.
<b>Attribute</b>	Attribute drop-down gets its value based on the value in AttributeType property. If the AttributeType is system, then Attribute property gets four values, day, date, time and dnc. If the AttributeType is contact then all contact attributes are listed in the Attribute drop-down.
<b>Operator</b>	<p>You can use the operator with the attribute and its values. You can select any operator from Equals, Not Equals, IsNull, IsNotNull.</p> <p>For example, if you have an attribute FirstName Not Equals "Abc", then Not Equals is an operator.</p> <p><b>* Note:</b></p> <p>Not Equals operator filters only not NULL attribute value which is different from the given value in Restrict or Exception node. To apply restrict or exception to any attribute value including NULL, which is different from the given value, use the IsNull operator in addition to Not Equals operator.</p>
<b>Value</b>	Value property defines the actual value which evaluates the condition.
<b>MinValue</b>	If the value of the attribute is greater than the value in Min Value property, then POM restricts such contacts.
<b>Max Value</b>	If the value of the attribute is less than the value in Max Value property, then POM restricts such contacts.
<b>* Note:</b>	<p>When the <b>Min Value</b> is less than <b>Max Value</b>, all contacts in the range including <b>Min Value</b> and <b>Max Value</b> are restricted.</p>

Property Name	Description
	<p>When <b>Min Value</b> is greater than <b>Max Value</b>, all contacts in the range including <b>Min Value</b> and <b>Max Value</b> are contacted.</p> <p>When you specify value, you cannot specify Min Value/Max Value and vice versa. It is possible to give either <b>Min Value</b> and <b>Max Value</b> or both.</p>
	<p>For <b>Value</b>, <b>Min Value</b>, and <b>Max Value</b> properties, you can type \$NOW for any attribute of <b>date</b>, <b>time</b>, or <b>timestamp</b> data type.</p> <p> <b>Note:</b></p> <p>\$NOW is case-sensitive.</p> <p>These datatypes evaluate \$NOW.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• If the datatype is <b>date</b> type, then it evaluates \$NOW as current date.</li> <li>• If the datatype is <b>time</b> type, then it evaluates \$NOW as current time.</li> <li>• If the datatype is <b>timestamp</b> type, then it evaluates \$NOW as current date and time.</li> </ul> <p>For <b>time</b>, and <b>timestamp</b> datatypes, only the hour part is compared. For example, if the restriction is based on <b>time</b> datatype, and if you mention the <b>Min Value</b> as \$NOW, only the hour part of time is considered for comparison.</p> <p> <b>Note:</b></p> <p>If you are using the time attribute, do not use the specific time value input. The time value input compares the exact time as hh:mm:ss. To restrict or except specific time, use the \$NOW, or a range using <b>Min Value</b>, and <b>Max Value</b> values. For example, do not specify the time value input as 16:00:00, 16:23:23. Instead specify the time value input as <b>Min Value</b> as 16:00:00 and <b>Max Value</b> as 16:59:59.</p>
<b>Edit Description</b>	Use to change the description of the node.

 **Note:**

Date and Time based comparisons use the date and time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

In a campaign, to restrict all platinum card holders from receiving the calls permanently for that campaign. In the Restrict node, you can set the AttributeType as contact. Select the Card\_Type or some contact attribute which saves the information about the contact's credit card type. In the Value property, you can set the value as PLATINUM. So when the campaign runs, the platinum card holders are not contacted.

## Exception

This is the child node for Restrict node. Use the Exception node to exempt contacts from the parent restricting condition.

You can base the Exceptions on system or contact attributes.

Exception has no child node.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Exception.
<b>Description</b>	Use to specify the description for the Exception node.
<b>Attribute Type</b>	Attribute Type defines if the attribute is system or contact.
<b>Attribute</b>	Attribute drop-down gets its value based on the value in Attribute Type property. If the Attribute Type is system, then Attribute property gets four values, day, date, time and dnc. If the Attribute Type is contact then all contact attributes are listed in the Attribute drop-down.
<b>Operator</b>	You can use the operator with the attribute and its values. You can select any operator from Equals, Not Equals, IsNull, IsNotNull.  For example, if you have an attribute FirstName NOT EQUALS "Abc", then NOT EQUALS is an operator.
<b>Value</b>	Value property defines the actual value which evaluates the condition.
<b>Min Value</b>	If the value for the attribute is greater than the value in Min Value property, then all those contacts are exempted from restriction.
<b>Max Value</b>	If the value for the attribute is less than the value in Max Value property, then all those contacts are exempted from restriction.
<b>Edit Description</b>	Use to edit the description of the node.

**\* Note:**

Date and Time based comparisons use the date and time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

In the above campaign, to restrict platinum card holders to receive calls; except those for whom the amount due is more than 50000, add Exception tag under Restrict tag. In the Attribute Type, select contact and the contact attribute which saves the due amount. In the Min Value attribute, put 50000. Now you can call all contacts who have due amount more than 50000, even if the card holders are platinum card holders.

## Override

Use the Override node to override the Global Restrictions. Global restrictions are restricting conditions which you can apply across all campaigns. So for one campaign if you do not want to apply the global restrictions, you can override the restriction with the Override node.

Override node has [Exception](#) on page 117 node as a child node.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Override.
<b>Global ID</b>	Global ID is a mandatory property. You can set the global restriction to override, in the Override node using Global ID property. Also, you must set the condition to select the contacts to override, in the Exception node. No direct way is there to override the restriction for all contacts. You can set such a condition, which are created by all contacts in the Exception node.
<b>Description</b>	Use to specify a description for the Override node.
<b>Edit Description</b>	Use to change the description of the node.

## Exception

Exception node under Override node works the same as Exception node under Restrict node.

The only difference is that Exception node under Override node exempts the contacts from the campaign restricting conditions, whereas Exception node under Restrict exempts the contacts from the campaign level restricting conditions.

All properties have the same functionality as that of Exception node under Restrict tag.

**\* Note:**

Date and Time based comparisons use the date and the time format specified in **Global Date Format** field. Ensure that you specify the date and time without separators.

You have a global restriction to restrict all contacts who have received calls in last 72 hours and which has Id set to 2.

In one of the campaigns, to override this restriction for all contacts. You can set some condition which is generic and is met by all contacts.

## Campaign strategies

You can select the AttributeType as system and Attribute as day, and set the Value as the current day, for a campaign which runs for one day.

Alternatively, you can select some attribute, common to all contacts such as Salary, and set the MaxValue to a very high value such as 100000000000. So either one of the conditions is met by all contacts, and you can exempt them from the campaign restriction.

## Address

Use the Address node to define the contact attribute, to make a call, or send an SMS, take a custom action, send an email message.

You can use multiple address nodes inside a task. POM selects the first matching address based on Min Contact Time and Max Contact Time for a contact, when a campaign is run. The current time in a contact's time zone is used for all time comparisons.


For Call and SMS action, you can set one of the phone number attributes, and for mail action, you can set one of the email attributes.

Address node is a mandatory node, and has no child nodes.

 **Note:**

All mandatory properties of the node appear bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Address.
<b>Description</b>	Use to provide description about the address node.
<b>Min Contact Time</b>	<p>Min Contact Time defines the earliest time when the contact must be contacted using this address. So from 00:00 to Min Contact Time, this address is not used. This address is used from Min Contact Time to either Max Contact Time, if set, or till 23:59.</p> <p> <b>Note:</b></p> <p>If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can make calls from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day. For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and time format specified in <b>Global Date Format</b> field.</p>
<b>Max Contact Time</b>	Max Contact Time defines the time till when the contact can be contacted using this address. So from Max Contact Time to 23:59, this address is not used. This address is used, either from 00:00 or Min Contact Time, if set, till Max Contact

Property Name	Description
	Time. For example, if you are running a campaign and you do not want to contact the contact after 8pm, you can set the Max Contact Time to 20:00:00.
<b>Weekdays Only</b>	Weekdays Only property is of Boolean type. If set to true, this address is used only on weekdays. If false, the address is used on all days. This property uses the weekend days set in the global configuration. The default value is false.
<b>Contact Attribute</b>	Contact Attribute is a mandatory property. All predefined and custom attributes of type phone and email are listed in the drop-down list. Select the phone number attribute which you use to call or send SMS or select the email address to send mail.
<b>Edit Description</b>	Use to edit the description of the address node.

## Sender's Address

**\* Note:**

The Sender's Address node was referred to as ANI in releases before POM 2.5 Service Pack 1 release.

Use Sender's Address to set a conditional Sender's Address.

For example, to override the address set in the sender's address property of Call node, you can add a condition based Sender's Address.

**\* Note:**

All mandatory properties of the node appear as bold.

Sender's Address node has one child node; [Condition](#) on page 120.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Sender's Address.
<b>Description</b>	Use to add description for the Sender's Address node.
<b>Attribute</b>	You can set the condition using Attribute property for a particular contact attribute. All contact attributes are prepopulated in the drop-down list. Values in Attribute drop-down follow the multitenancy rules. For more information about multitenancy, see <i>Organizational Level Access</i> section in the <i>Administering Avaya Aura® Experience Portal</i> guide.
<b>Edit Description</b>	Use to edit the description for the Sender's Address node.

## Condition

Use the Condition node to set the condition for Sender's address (Calling ID for voice calls, SMC channel for SMS and From Address for email). The condition you specify is evaluated, and if the condition matches, the Address set in Condition node is displayed or sent to the contact.

Condition has no child nodes. All mandatory properties for the node appear as bold.

**\* Note:**

Date and Time based comparisons use the date and time format specified in **Global Date Format** field.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Condition.
<b>Value</b>	The value set in the Value property is matched against the value of the contact attribute set in the Sender's address node. If the value matches, the address set in the Address property is sent to the contact as Sender's Address.
<b>Description</b>	Use to specify the description for Condition node.
<b>Address</b>	Use Address property to set the address to be sent, if the condition matches.  <b>* Note:</b> POM does not support non-english language characters for this field, if Sender's address is added under Mail action node.

## ResultProcessors

ResultProcessors is a container node for Result nodes.

Within ResultProcessors, you can add multiple Result nodes to handle different dispositions or contact attempt results. ResultProcessors have only one child node; [Result](#) on page 121.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is ResultProcessors.
<b>Description</b>	Use to specify a description for the ResultProcessors node.
<b>Next State</b>	Next State has the default value as done. If a particular result is not handled by adding a result node, then the Next State value from the ResultProcessors node is used as the Next State for that result.

Property Name	Description
	By default it has 3 values, initial, done and wait.  As you add new handlers in the campaign strategy, those states are available in the <b>Next State</b> drop-down list.
<b>Custom Processor</b>	<p>Use to select the custom processor class that POM invokes for each completion code. You can have:</p> <ul style="list-style-type: none"> <li>• <b>Publish:</b> If you select this option, POM publishes all results to a ActiveMQ server <code>pom.attempt.result.topic</code>. You can write a client program to subscribe to this topic to read the results from the JMS topic. You can have multiple clients reading results from the topic. POM provides a sample client which you can use as a reference. This sample client reads the results and writes them to a file in the Export folder. You can execute the sample client using <code>\$POM_HOME/bin/testResProcClient.sh</code>. You can change the location of export folder from the Global Configuration page. For more information about the sample client, see <i>Developer Guide for Proactive Outreach Manager</i>.</li> </ul> <p>POM publishes every result as an object of type <code>PomResultInfo</code>, comprising of:</p> <p><i>String</i> campaignName, <i>int</i> jobID, <i>long</i> pimSessionID, <i>String</i> contactID, <i>int</i> contactGroupID, <i>String</i> contactGroupName, <i>String</i> address, <i>String</i> result, <i>String</i> zoneName</p> <p>For more information about Publish, see <i>Application notes</i> on Avaya Support site at <a href="http://support.avaya.com">http://support.avaya.com</a>.</p> <ul style="list-style-type: none"> <li>• <b>Custom:</b> If you select this option, you can specify a Java class for processing custom results. This Java class must implement the <code>PomCustomResultProcessor</code> interface. POM initiates this class and invokes when a result is available. The result data is passed as part of <code>PomResultInfo</code> parameter.</li> <li>• <b>None</b></li> </ul>
<b>Result Processor Custom Class</b>	Use to specify the custom class.
<b>Edit Description</b>	Use to edit the description for the ResultProcessors node.

## Result

Use the Result node to handle different dispositions or call attempt results. The action you want to take, such as use another channel to contact, retry the channel or just move out the contact from the campaign once you obtain the result, use the Result node

Based on the value in the Value property, and the call pacing type you select, the children nodes for Result node change. For all other values, you can use application or retry. If you use application, you can also use the custom action.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Result.
<b>Description</b>	Use to specify the description for the Result node.
<b>Value</b>	All available completion codes are listed in the drop down. Select the result (completion code) to take action on.  Based on the received result, you can decide whether to keep the contact in the campaign, or move the contact to done state and move the contact out of the job.
<b>Next State</b>	By default there are 3 values in the drop- down list; initial, wait and done.  As you add new handlers in the campaign strategy, those states are available in the <b>NextState</b> drop-down list.
<b>Next State After (sec)</b>	Use this value to specify time value in seconds. After the value specified is reached, the state of the contact is set to the value mentioned in the Next State. This is useful if you want to wait for another result before taking further action on this result.
<b>Edit Description</b>	Use to edit the description of the Result node.

---

## Application

Use the Application node as a container node, to invoke one of the available application type.

For Call action based on the value in the Value property, you select for the Result node.

For SMS and mail action only one child node is there; AvayaNotify.

If you have application node as a child node of Result node, you can use the child node Custom.

**\* Note:**

All mandatory properties of the node appear as bold.

Property Name	Description
<b>Name</b>	Use to specify the name for the application node.
<b>Description</b>	Use to specify the description of the application node.
<b>Edit Description</b>	Use to edit the description of the application node.

## Agent

Use this node to specify the action to take for agent based campaigns.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use to specify a display name in the campaign strategy editor. If you do not specify any name, the default name is Agent.
<b>Description</b>	Use to specify a description of the node.
<b>Agent Script</b>	Use to specify the agent script that the system displays on the agent desktop.  <b>* Note:</b> POM might display an agent script associated for Answer_Human to the agent even if POM detects an Answer_Machine. to honour compliance timers.
<b>Callback Parameters</b>	
<b>Preferred Agent Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.
<b>Campaign Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
<b>General Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
<b>Can Cancel Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.
<b>Nailing Call Timeout (sec)</b>	Use to specify the time in seconds to wait for the agent to pick up the nailing call. The minimum value is 10 seconds and the maximum value is 1800 seconds.
<b>Edit Description</b>	Use to edit the description of the node.

## Avaya Notify

Use Avaya Notify application to:

- Play the text, if you use it under Call action node.
- Send an SMS, if use it under sms action node.
- Send an email message, if you use it under mail action node.

## Campaign strategies

Avaya Notify does not have any child node.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Avaya Notify.
<b>Description</b>	Use to specify a description for the Avaya Notify application.
<b>Text ID</b>	Notification Text IDs are pre-populated in the Text ID property drop-down list. You can use the notification text corresponding to the selected Text ID with the Avaya Notify application.
<b>Edit Description</b>	Use to edit the description for the Avaya Notify application.

## Avaya Agent

Avaya Agent application is only available under Call action node.

Avaya Agent application is similar to Avaya Notify application, it also plays out the notification text when the call is answered, and additionally, transfers the call to the destination number you provide.

Avaya Agent application has no child node.

**\* Note:**

All mandatory properties for the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Avaya Agent.
<b>Text ID</b>	Text ID works in the same way as for Avaya Notify application.
<b>Destination</b>	You can provide a destination number, and all calls are transferred after playing the notification text. You can provide tel:AvayaPOMAgent as the destination. If you do so, the calls are transferred to a nailed POM agent instead of VDN.  It does not verify if the agents are available to take call, it transfers the call to the agent.
<b>Description</b>	Use to specify the description for Avaya Agent.
The following fields are not applicable if you mention a VDN number in the destination:	
<b>Callback Parameters</b>	
<b>Preferred Agent Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.


Property Name	Description
<b>Campaign Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
<b>General Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
<b>Can Cancel Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.

## Custom action node

Use this node to run the campaign using a custom implementation, and not use the standard call, SMS, or email action. This custom action uses the Application node and you must specify the custom application class name under the Application node. For information on creating the custom application, see *Developer's Guide for Proactive Outreach Manager*.

The Custom action node has 4 children nodes; [Restrictions](#) on page 110, [Address](#) on page 118, [Application](#) on page 122, and [ResultProcessors](#) on page 120.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
<b>Description</b>	Use to specify a description for the custom action node.
<b>Min Contact Time</b>	<p>MinContactTime defines the earliest time when the contact can be contacted. So from 00:00 to MinContactTime , you cannot make any calls. You can make the calls from MinContactTime to either MaxContactTime, if set, or until 23:59.</p> <p> <b>Note:</b></p> <p>If the MinContactTime is greater than the MaxContactTime then the condition is reverse, that is , you can make calls from MaxContactTime until 23:59 from the earlier day, and from 00:00 to MinContactTime , the next day.</p> <p>For example, MinContactTime is 23:00 and MaxContactTime is 05:00. Then you can make calls from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day. Date and Time based comparisons use the date and the time format specified in Global Date Format field.</p>
<b>Max Contact Time</b>	MaxContactTime defines the time till when you can make calls. So from MaxContactTime to 23:59, you cannot make any calls. You can make calls, either from 00:00 or MinContactTime, if set, till MaxContactTime. For example, if you are running a campaign and you do not want to make calls after 8pm, you can set the MaxContactTime to 20:00:00.
<b>Edit Description</b>	Use to edit the description for the custom action node.

## Url

Use Url application to assign the application Url, and call the application when the call is answered.

Url application node does not have any child node.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Url.
<b>Description</b>	Use to specify the description for the Url node.
<b>Url</b>	<p>You can provide the application Url in the Url property. To add some contact attribute as part of the Url, then click <b>Edit Url</b>. The drop-down list has all contact attributes pre-populated.</p> <p>Select any contact attribute and then click <b>Insert</b> to insert at the cursor location in the Url.</p> <p>For example: To add a first name in the url, you can mention: http:// &lt;domain name&gt;/hello.jsp?first_name= &lt;firstName&gt;&amp;last_name=&lt;lastName&gt;, and select the \$first_name from the contact attribute drop-down.</p> <p><b>* Note:</b></p> <p>Multi-tenancy rules are applicable to the contact attribute drop-down. For information on multi-tenancy, see <i>Organizational level access</i> section in the <i>Administering Avaya Aura® Experience Portal</i> guide.</p>
<b>Edit URL</b>	Use to edit the URL.
<b>Edit Description</b>	Use to edit the description for the URL node.

## Retry

Use Retry node to retry if you cannot reach the contact.

For example, if the number is busy then wait for a couple of minutes and then try calling back again.

Retry can have multiple address child nodes. If you specify more than one Address child node, POM dials the nodes in the order in which you specify the nodes.

**\* Note:**

All mandatory properties of the node appear as bold.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Retry.
<b>Description</b>	Use to specify a description for the retry node.
<b>Count</b>	<p>Use to set the number of retries. the count of tries done in a state handler of a strategy is common for all results. This count is retrieved during evaluation of retry node. So even if the count of retries specified for different results is different, all past attempts are counted when the retry node for a result is evaluated. Also, the count of attempts is a static value for a state and is never reset to 0. So if during campaign execution, if a contact is moved back to a certain state again, the previous attempt count is still in place. So if a retry node is encountered in this repeat execution of a state, previous count is still applicable. Do not mix state looping and retry.</p> <p>For example, if in a strategy the retry count is given as 3 in a result for state 'initial' and a contact is moved from initial to nextstate and then to initial. If in the first pass through initial there were 2 retries, in the next pass through initial there can only 1 (3 - 2) retry.</p>
<b>Interval</b>	<p>Use to set the time to wait for those many seconds before doing another try.</p> <p>For example, if you specify the <b>Count</b> as 3, and <b>Interval</b> as 10, 20, 30, then POM attempts the first retry after 10 seconds, second retry after 20 seconds and third retry after 30 seconds.</p> <p>Also, if you specify the <b>Count</b> as 3, and <b>Interval</b> as 20, then POM attempts each retry after 20 seconds.</p>
<b>Address Looping</b>	You can choose to Enable or Disable the address looping. If you enable the address looping and you have specified the <b>Count</b> as 6, and have defined 2 addresses, then POM attempts the first retry on the first number, second retry on the second number and then attempts the third try on the first number and then one the second number again in a loop manner till the <b>Count</b> POM reaches the value specified in the <b>Count</b> .
<b>Fail State</b>	Use to move the contact to Fail State, if all retries fail.
<b>Edit Description</b>	Use to edit the description for the retry node.

## SMS


Use the sms node to send SMS. The SMS node has 5 children nodes; Restrictions, Address, Sender's address, Applications, and ResultProcessors.

### **Note:**

All mandatory properties of the node appear as bold. Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State" property set to "done". The notifications and delivery receipts are considered as inbound traffic. For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

## Campaign strategies

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is SMS.
<b>Description</b>	Use to specify the description for SMS node.
<b>Sender's Address</b>	Sender's Address defines the Sender's address that is displayed to the caller. If the Sender's address node is not added, then use this Sender's Address as Sender's address.
<b>Min Contact Time</b>	<p>MinContactTime defines the earliest time when POM can send the SMS. So from 00:00 to Min Contact Time , you cannot send any SMS. You can send the SMS from Min Contact Time to either Max Contact Time, if set, or till 23:59.</p> <p> <b>Note:</b></p> <p>If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can send SMS from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day.</p> <p>For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can send SMS from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day.</p> <p>Date and Time based comparisons use the date and time format specified in <b>Global Date Format</b> field.</p>
<b>Max Contact Time</b>	Max Contact Time defines the time till when you can make calls. So from Max Contact Time to 23:59, you cannot send any SMS. You can send SMS, either from 00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to send SMS after 8pm, you can set the Max Contact Time to 20:00:00.
<b>On Media Server Failure</b>	On Media Server Failure has two values in the drop-down; retry or no_retry. If you choose retry, you can keep on trying to establish a connection with the media server. If you choose no_retry, then you can mark the disposition as Media_Server_Failure and move to the next contact.
<b>Edit Description</b>	Use to edit the description for the SMS node.
<b>Applications</b>	
<b>SMS Application</b>	The built-in POM application used for inbound SMS and delivery receipts.
<b>Pacing Parameters</b>	
<b>SMS Pacing Type</b>	Use to select the pacing type as None, Time-based, or Skill-based.
If you select the <b>SMS Pacing Type</b> as Time-based, you see the following additional fields:	
<b>Pace</b>	Use to specify the number of SMSs to send.
<b>SMS Time Unit</b>	<p>Use to specify the number of SMS to send for the selected time unit. You can specify the time unit in seconds, minutes, and hour.</p> <p>For example, 5 SMSs to be sent per minute.</p>
If you select the <b>SMS Pacing Type</b> as Skill-based, you see the following additional fields:	
<b>Skill</b>	Use to specify the inbound skill to monitor.

	If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.
<b>Parameter</b>	Use to select a parameter for the skill based pacing.
<b>Desired Value</b>	Depending on the parameter you select, specify different values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 1000 .For Queue Length, specify a valid integer value between 1 to 7200.
<b>Initial Pace</b>	Use to specify the number of SMSs POM can send in the <b>Pace Interval</b> .
<b>Pace Interval</b>	Use to specify the time unit for pacing.
<b>Pacing Variation (%)</b>	Use to specify the % value of pace using which the actual pacing is varied to match the maximum pace. POM also uses the value you specify to match or reduce the pacing to match to the initial pace.
<b>Max Pace</b>	Use to specify a maximum pace value with which the campaign can run. The value must be between 1 and 500000.
<b>Edit Description</b>	Use to change the description of the node.

## Mail

Use the mail node to send an email message.

The Mail node has 6 children nodes; Restrictions, Address, Sender's address, Attachment, Application, and ResultProcessors.

The Application node under Mail node has AvayaNotify and CustomMail as child nodes.

In the Address node's Contact Attribute property, only the type email contact attributes are displayed in the drop-down list.

 **Note:**

All mandatory properties of the node appear as bold. Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

The following table lists the properties of the node and their descriptions:

Property Name	Description
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Mail.
<b>Description</b>	Use to specify a description for the Mail node.
<b>Sender's Address</b>	Sender's Address defines the Sender's address that is displayed to the recipient. If the Sender's address node is not added, then use this Sender's Address as Sender's address.

## Campaign strategies

	<p><b>* Note:</b></p> <p>POM does not support non-english language characters for this field.</p>
<b>Sender's Display Name</b>	Use to specify the name displayed as the Sender's email id.
<b>Reply To</b>	Use to specify the address where the receiver sends a reply.
<b>Min Contact Time</b>	<p>Min Contact Time defines the earliest time when POM can send the email message. So from 00:00 to Min Contact Time , you cannot send any email messages. You can send the email messages from Min Contact Time to either Max Contact Time, if set, or till 23:59.</p> <p><b>* Note:</b></p> <p>If the Min Contact Time is greater than the Max Contact Time then the condition is reverse, that is , you can send email messages from Max Contact Time till 23:59 from the earlier day, and from 00:00 to Min Contact Time , the next day.</p> <p>For example, Min Contact Time is 23:00 and Max Contact Time is 05:00. Then you can send email messages from 23:00 to 23:59 on the earlier day and from 00:00 to 05:00 on the next day.</p> <p>Date and Time based comparisons use the date and time format specified in <b>Global Date Format</b> field.</p>
<b>Max Contact Time</b>	Max Contact Time defines the time till when you can send email messages. So from Max Contact Time to 23:59, you cannot send any email messages. You can send email messages, either from 00:00 or Min Contact Time, if set, till Max Contact Time. For example, if you are running a campaign and you do not want to send email messages after 8pm, you can set the Max Contact Time to 20:00:00.
<b>On Media Server Failure</b>	On Media Server Failure has two values in the drop-down; retry or no_retry. If you choose retry, you can keep on trying to establish a connection with the media server. If you choose no_retry, then you can mark the disposition as Media_Server_Failure and move to the next contact.
<b>Edit Description</b>	Use to edit the description of the Mail node.
<b>Applications</b>	
<b>Mail Application</b>	The built-in POM application used for inbound email messages and the delivery receipts.
<b>Pacing Parameters</b>	
If you select the <b>Pacing Type</b> as Time-based you see the following additional fields:	
<b>Pace</b>	Use to specify the number of email messages POM can send per second. You can specify a value between 1 and 1000000.
<b>Mail Pace Time Unit</b>	Use to specify the pace interval. You can specify the value in seconds, minutes or hours.
If you select the <b>Pacing Type</b> as Skill-based you see the following additional fields:	
<b>Skill</b>	<p>Use to specify the inbound skill to monitor.</p> <p>If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the</p>

	skill-based campaign manually and change the skill being monitored from the campaign strategy.
<b>Parameter</b>	Use to select a parameter for the skill based pacing.
<b>Desired Value</b>	Depending on the parameter you select, specify different values. For Expected Wait Time, specify a valid integer value between 1 to 7200. For Service Level , specify a valid integer value between 1 to 100 .For Avg Speed of Answer , specify a valid integer value between 1 to 1000 .For Queue Length, specify a valid integer value between 1 to 7200.
<b>Initial Pace</b>	Use to specify the number of SMSs POM can send in the <b>Pace Interval</b> .
<b>Pace Interval</b>	Use to specify the time unit for pacing.
<b>Pacing Variation (%)</b>	Use to specify the % value of pace using which the actual pacing is varied to match the maximum pace. POM also uses the value you specify to match or reduce the pacing to match to the initial pace.
<b>Max Pace</b>	Use to specify a maximum pace value with which the campaign can run. The value must be between 1 and 500000.
<b>Edit Description</b>	Use to change the description of the node.


## Custom

This node can be used under Application node. When this node is used under Application node inside Custom action or inside Result node, POM uses the specified Java implementation to carry out custom action or result processing. When it is used under application node inside Result for a Call action, you must select the Avaya Aura® Orchestration Designer application to be used for that result. Avaya Aura® Orchestration Designer applications can be used only for results corresponding to successful calls.

Custom node does not have any child node.

 **Note:**

All mandatory properties of the node appear as bold.

Property	Value
<b>Name</b>	Use this as a display name in the campaign strategy editor. If you do not specify a name, then the default name is Custom.
<b>Description</b>	Use to specify a description for the Custom action
<b>Custom Class</b>	Use to specify the custom class POM can use for a custom implementation. Custom class must be the fully qualified Java class name and this class must be available on all POM servers in the system.   <b>Note:</b> Only available when used under Application node inside Custom action or inside Result node.

## Campaign strategies

Property	Value
<b>Application</b>	Select the desired Avaya Aura® Orchestration Designer application from the drop down. A Avaya Aura® Orchestration Designer application shows up in the list only when it is configured as POM:Application in Avaya Aura® Experience Portal.
<b>VDN</b>	Enter a string here. This is passed as a parameter to the Avaya Aura® Orchestration Designer application. This property is available only when Custom node is used under call action results.
<b>Edit Description</b>	Use to edit the description for Custom action.
The following fields are not applicable if you are running a non-agent campaign.	
<b>Callback Parameters</b>	
<b>Preferred Agent Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a preferred agent callback.
<b>Campaign Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a callback for a campaign.
<b>General Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot schedule a general callback.
<b>Can Cancel Call back</b>	Use to enable or disable the callback parameter. The parameter is enabled by default. If the parameter is disabled, then an agent cannot cancel a callback.

---

## Attachment

Attachment node is used to send attachments with the mail. You can add upto 10 attachments. Ensure that the attached file does not have blank spaces in the file name.

 **Note:**

All mandatory properties of the node appear as bold.

Attachment node is used as a container node for its only child node Url.

Property	Value
<b>Name</b>	Use to specify a name for the attachment node.
<b>Description</b>	Use to specify the description for the attachment node.
<b>URL</b>	Use to specify the location and name of the file to be sent as an attachment. The URL must be reachable over http and kept in the POM server. Specify the URL path of the file in this section.

---

## Creating campaign strategy

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. To create a strategy based on a template, check the **Use Template** check box.
6. Select the template name from the **Template** drop-down list.

The template drop-down lists the System templates.

If you click **Save** on the Campaign Strategy Editor page, then it checks for all validations before saving it as a final campaign strategy. If any errors are there, you cannot save the campaign strategy.

If you click **Save As** on the Campaign Strategy Editor page, then it does not check for any validations and saves it as draft. The campaign strategy listing page shows the strategy as Draft.

7. To create a template, use **Save As** on the campaign strategy listing page and specify a name.
8. Use the check box to save the campaign strategy as template.
9. To create a custom template from system template, create a new campaign strategy and save it as final campaign strategy.
10. From the campaign strategy listing page click **Save As** to save it as template.

The campaign strategy listing page follows all the multi-tenancy rules for all types of campaigns.

11. Click **Continue**.

---

## Creating a campaign strategy from scratch

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Drag all required nodes and set all required properties and click **Save**.

---

## Creating a completed campaign strategy from draft state

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Open any campaign strategy in draft state.
4. Drag all required nodes and set all required properties.
5. Click **Save**.

---

## Creating a campaign strategy in a template state

### About this task

You can create a campaign strategy in template state in two ways:

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Save As** against any completed campaign strategy.
4. Specify a name for the template.
5. Click **Save As Template**.

Alternatively perform the following steps:

6. Click **Save As** against any template campaign strategy.
7. Specify the name for the campaign strategy.
8. Click **Save**.

After you save the campaign strategy as template, campaign strategy available in the template drop-down list.

---

## Creating a campaign strategy from a system template

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add** and give a name for the strategy.

4. Check **Use template** and select the system template to use from the template list.

---

## Creating a campaign strategy in draft state

You can save a strategy in draft state if the strategy is not yet complete or contains errors which need to be resolved outside. Strategies in draft state cannot be used in a campaign.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Create a completed campaign strategy.
4. Click **Save As** instead of **Save**.

Alternatively, perform the following steps:

5. Open any campaign strategy in completed or template state.
6. Click **Save Draft**.

#### **Note:**

You can save a completed campaign strategy as a draft only if the campaign strategy is not used in any campaign.

---

## Creating a campaign strategy for call handler

### About this task

This section explains how to create a campaign strategy for voice calls using the **SimpleCall** template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **SimpleCall** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and select the application for the **Driver Application** property.

**\* Note:**

You must add the POMDriver application through the EPM Application menu before you can use it.

9. Select the **Text Item** node, and specify the value for the **Text** property.
10. Click **Save** to make the changes permanent.

---

## Creating a campaign strategy for email handler

### About this task

This section explains how to create a campaign strategy for sending e-mails, using the **SimpleMail** template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **SimpleMail** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node, and specify the value for the **Text** property.

**\* Note:**

Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

9. Click **Save** to make the changes permanent.

---

## Creating a campaign strategy for SMS handler

### About this task

This section explains how to create a campaign strategy for sending SMS using the **SimpleSMS** template.

**Procedure**

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **SimpleSMS** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.

 **Note:**

Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

9. Click **Save** to make the changes permanent.

---

## Creating time-based call campaign strategy

**About this task**

This section explains how to create a campaign strategy using the **Time Based Call** template.

**Procedure**

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Time Based Call** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify the **Text** property.
9. Select the **Call** node and specify the **Call Applications** property as **PomDriverApp**.

 **Note:**

You must add the PomDriverApp application through the EPM Application menu, before you can use it.

## Campaign strategies

10. Specify the **Call Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
11. Specify the **Call Pace Time Unit** value in seconds, or minutes, or hours.
12. Click **Save** to make the changes permanent.



---

## Creating time-based SMS campaign strategy

### About this task

This section explains how to create a campaign strategy using the editor.

### Procedure

1. In the left pane, select **POM > POM Home**.
  2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
  3. Click **Add**.
  4. Specify the name for the campaign strategy.
  5. Click **Continue**.
  6. Select the **Text Item** node and specify the **Text** property.
  7. Select the **SMS** node and specify the **SMS Applications** property as **AvayaPOMSMS**.
-  **Note:**
- You must add the AvayaPOMSMS application through the EPM application menu, before you can use it.
8. Specify the **Sender's Address** as specified in the AvayaPOMSMS application through EPM application menu.
  9. Select the **SMS pacing type** as Time Based.
  10. Specify the **SMS Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
  11. Specify the **SMS Pace Time Unit** value in seconds, or minutes, or hours.
-  **Note:**
- Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.
12. Click **Save** to make the changes permanent.

---

## Creating time-based email campaign strategy

### About this task

This section explains how to create a campaign strategy using the editor.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Click **Continue**.
6. Select the **Text Item** node and specify the **Text** property.
7. Select the **Mail** node and specify the **Applications** property as **AvayaPOMEmail**.

 **Note:**

You must add the AvayaPOMEmail application through the EPM Application menu, before you can use it.

8. Specify the **Sender's address** as specified in the AvayaPOMEmail application through EPM application menu.
9. Specify the **Email pacing type** as Time Based.
10. Specify the **Pace** value under the **Pacing Parameters**. You can specify any value between 1 and 1000000.
11. Specify the **Mail Pace Time Unit** value in seconds, or minutes, or hours.

 **Note:**

Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

12. Click **Save** to make the changes permanent.

---

## Creating a skill based call campaign strategy

### About this task

This section explains how to create a call based campaign strategy using the **Skill Based Call** template.

## Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based Call Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

 **Note:**

You must add the POMDriver application through the EPM Application menu, before you can use it.

10. Specify the **Skill** value.

 **Note:**

The drop down list gives all skills with type as Inbound that you have added on POM using the CCElite configuration page.

11. Specify the **Parameter** value.
12. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 11.
13. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
14. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
15. Specify the **Pacing Variation (%)** value.
16. Specify the **Maximum Pace** value.
17. Specify the **Contact Attribute** under the **Address** node.
18. Specify the **Text ID** property under the **Avaya Notify** node.
19. Specify the **Next State** property under the **ResultProcessors** node.
20. Click **Save** to make the changes permanent.

## Creating skill-based SMS campaign strategy

This section explains how to create a skill-based SMS campaign strategy using the Skill Based SMS template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based SMS Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **SMS** node and specify a value for the **SMS Application**.

 **Note:**

You must add the SMS application through the EPM Application menu, before you can use it.

10. Select the **SMS** node and specify the **Pacing Parameters**.
11. Specify the **Skill** value.
12. Specify the **Parameter** value.
13. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 12.
14. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
15. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
16. Specify the **Pacing Variation (%)** value.
17. Specify the **Maximum Pace** value.
18. Specify the **Contact Attribute** under the **Address** node.
19. Specify the **Text ID** property under the **Avaya Notify** node.
20. Specify the **Next State** property under the **ResultProcessors** node.

 **Note:**

Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for SMS Delivered with the value of "Next State"

property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

21. Click **Save** to make the changes permanent.

---

## Creating skill-based email campaign strategy

This section explains how to create a skill-based email campaign strategy using the Skill Based Mail template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Skill Based Mail Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Mail** node and specify a value for the **Mail Application**.

 **Note:**

You must add the Mail application through the EPM Application menu, before you can use it.

10. Select the **Mail** node and specify the **Pacing Parameters**.
11. Specify the **Skill** value.
12. Specify the **Parameter** value.
13. Specify the **Desired Value** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%. This range can vary depending on the **Parameter** value you specify in step 12.
14. Specify the **Initial Pace** value. You can specify any value between 1 and 9999.
15. Specify the **Pace Interval** value. You can specify any value between 1 and 9999.
16. Specify the **Pacing Variation (%)** value.
17. Specify the **Maximum Pace** value.
18. Specify the **Contact Attribute** under the **Address** node.
19. Specify the **Text ID** property under the **Avaya Notify** node.

20. Specify the **Next State** property under the **ResultProcessors** node.

 **Note:**

Ensure that the value of "Next State" property of the Result Processor node is set to "wait" and you have a Result handler for Email Delivered with the value of "Next State" property set to "done". For more information about capacity and pacing on Experience Portal, see *Avaya Aura® Experience Portal* documentation.

21. Click **Save** to make the changes permanent.

---

## Creating a cruise control campaign strategy

### About this task

This section explains how to create a campaign strategy using the **Cruise Control** template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Cruise Control Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

 **Note:**

You must add the POMDriver application through the EPM Application menu, before you can use it.

9. Specify the **Nailer Application** value.
10. Specify the **Nuisance Call Application** value.
11. Specify the **On Hold Application** value.
12. Specify the **Desired Service Level** value under the **Pacing Parameters**. You can specify an optimum value between 70 and 100%.
13. Specify the **Min. Agents** value. You can specify any value between 1 and 9999.
14. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
15. Specify the **Agent Outbound Skill** value.

**\* Note:**

The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.

16. Specify the **ACW Time (sec)** value.
17. Specify the **Default Completion Code** value.
18. Click **Save** to make the changes permanent.

---

## Creating expert call ratio campaign strategy

### About this task

This section explains how to create a campaign strategy using the **Expert Call Ratio** template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Expert Call Ratio Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

**\* Note:**

You must add the POMDriver application through the EPM Application menu, before you can use it.

9. Specify the **Nuisance Call Application** value.
10. Specify the **On Hold Application** value.
11. Specify the **Expert Call Ratio Type** value under the **Pacing Parameters**.

You can specify the value as either Agent Work Time or Agent Update Time.

- If you select Agent Work Time, you can enter any value between 1 and 100. The optimum values are between 29 and 71.
- If you select Agent Update Time, you can enter any value between 1 and 100. The optimum values are between 32 and 78.

12. Specify the **Value (%)**. You can specify any value between 0 to 100.
13. Specify the **Initial Hit Rate (%)**.

**+ Tip:**

The Initial Hit Rate specifies the average number of calls per agent that the system makes during the first 5 minutes of the job. The initial hit rate is the number of call completes, compared with the call attempts. If you set the rate too low, between 20 and 30, the dialer can make more connects than the agents can handle. If you set the rate too high, above 70, the system can fail to make enough connections to keep the agents busy.

14. Specify the **Maximum Hit Rate (%)** value. You can specify any value between 1 and 100.
15. Specify the **Min. Agents** value. You can specify any value between 1 and 9999.
16. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
17. Specify the **Agent Outbound Skill** value.

**\* Note:**

The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.

18. Specify the **ACW Time (sec)** value.
19. Specify the **Default Completion Code** value.
20. Click **Save** to make the changes permanent.

---

## Creating preview campaign strategy

**About this task**

This section explains how to create a campaign strategy using the **Preview** template.

**Procedure**

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Preview Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property as **POMDriver**.

**\* Note:**

You must add the POMDriver application through the EPM Application menu, before you can use it.

## Campaign strategies

9. Select the **Text Item** node and specify the value for the **Text** property.
10. Specify the **Nuisance Call Application** value.
11. Specify the **On Hold Application** value.
12. Specify the **Timed Preview** value.
13. Specify the **Min. Agents** value. You can specify any value between 1 and 9999.
14. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
15. Specify the **Agent Outbound Skill** value.

 **Note:**

The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.

16. Specify the **ACW Time (sec)** value.
17. Specify the **Default Completion Code** value.
18. Click **Save** to make the changes permanent.

---

## Creating progressive campaign strategy

### About this task

This section explains how to create a campaign strategy using the **Progressive** template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select **Progressive Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Call** node and specify the **DriverApp** property value as **POMDriver**.
9. Specify the **Nailer** application value as **Nailer**.

 **Note:**

Ensure you add the POMDriver and Nailer applications through the EPM Application menu, before you can use the applications.

10. Specify the **Nuisance Call Application** value.

11. Specify the **On Hold Application** value.
12. Specify the **Over Dial Ratio** value. You can specify any value between 1 and 100.
13. Specify the **Min. Agents** value. You can specify any value between 1 and 9999.
14. Specify the **Max. Agents** value. You can specify any value between 1 and 9999.
15. Specify the **Agent Outbound Skill** value.

 **Note:**

The drop-down list displays all skills that you added as Outbound in POM on the CCElite configuration page.

16. Specify the **ACW Time (sec)** value.
17. Specify the **Default Completion Code** value.
18. Click **Save** to make the changes permanent.

---

## Creating a campaign strategy from multiple addresses retry template

### About this task

This section explains how to create a campaign strategy for multiple addresses retry using the template. You can use the multiple addresses retry template to give alternate contact details and for POM to try connecting using more than one address. For example, if you have specified 2 phone numbers and you want POM to try establish a connection using both the numbers, you can use the multiple addresses retry template.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select the **Multiple Addresses Retry Template** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.
9. Select the **Call** node and specify the **Driver Application** property as *POMDriver*.

**\* Note:**

You must add the POMDriver application through the EPM Application menu before you use the POMDriver application.

10. Select the **Address** node and specify the **Contact Attribute** value.
11. Select the **Result Processor** node and specify the **Next State** and **Custom Processor** values.
12. Select the **Result (Answer Human)** node and specify the **Value** and **Next State** values.
13. Select the **Retry** node and specify the **Count**, **Interval (sec)**, and **FailState** values. You can specify any value from 1 to 100 for the **Count** property, and any value from 0 to 172800 seconds for the **Interval (sec)** property.

---

## Creating a campaign strategy from multiple channel selector template

### About this task

This section explains how to create a campaign strategy for multiple channel selection using the template. To specify any condition and then change the behavior of the campaign, you can do that using the multiple channel selector template. For example, to make voice calls from 9 a.m to 5 p.m, and then after 6 p.m., you want to send SMS to the contact, you can make use of the multiple channel selector. You can choose the selector node and specify a condition under that node.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click **Add**.
4. Specify the name for the campaign strategy.
5. Select the **Use Template** check box.
6. Select the **Multiple Channel Selector** from the **Template** drop-down list.
7. Click **Continue**.
8. Select the **Text Item** node and specify a value for the **Text** property.

---

## Importing campaign strategy

### Procedure

1. In the left pane, select **POM > POM Home**.

2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. On the Campaign Strategies page, click **Import**.


You can only import a .xml file which you export from the POM environment. You cannot import a file after making changes to the file. After imported, POM saves the strategy in a draft state.

4. Make changes in the campaign strategy to suit your requirements and save the strategy.

---

## Exporting campaign strategy

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click  on the Campaign Strategies page.

The system displays a dialog box.

4. Save the file in the file location.

You can view the exported file in an editor or import it on a POM system.

---

## Editing a campaign strategy

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Click any campaign strategy name.

The system opens the campaign strategy in the editor.

#### **Note:**

If any running job uses the campaign strategy and if you edit the strategy, the changes are applied only when the running job is paused and resumed or you run a new job.

---

## Deleting a campaign strategy

### Procedure

1. In the left pane, select **POM > POM Home**.

## Campaign strategies

2. From the drop-down menu, select **Campaigns > Campaign Strategies**.
3. Select the campaign strategy to delete and click **Delete**.
4. On confirmation popup, click **Yes**.

 **Note:**

You cannot delete a campaign strategy if it is used in any campaign. You have to remove the association with the campaign to delete the campaign strategy.

# Chapter 14: Campaign Restrictions

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## About campaign restrictions

The POM administrator has the rights to set campaign restrictions at the highest level while creating campaigns. These restrictions are applicable to all campaigns.

The POM administrator can override the campaign restrictions at the individual campaign level while defining the campaign strategies.

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## Campaign restrictions page field descriptions

Use this page to define the campaign restrictions.

 **Note:**

If you have any time based restrictions for campaigns and the campaigns coincide with the clock change for Daylight Savings Time (DST), the time based restrictions does not work as expected.

Field or Button	Description
<b>Hide Tool Box</b>	Use to hide the left pane of the campaign strategy editor.
<b>Show Source</b>	Use to view the source.
<b>Save</b>	Use to save the campaign restriction.

The applicable nodes for campaign restrictions are:

- [Restrict](#) on page 114
- [RestrictException](#) on page 116

These nodes are described in detail on the campaign strategy editor page.

When you use the Restrict node under Campaign Restrictions, the node has an additional optional property "ID". The ID specified here is used if a need to override a global restrict is there at the campaign level using the Override node.

# Chapter 15: Contact Lists

---

## About contact lists

Contact lists are required for running campaigns. You can save the contact data in the contact lists and can use the contact lists to contact the contacts.

You can have more than one contact list and segregate the contact data based on different criteria.

For example, you can create a contact list which has data of all contacts staying in a specific zip code or you can create a contact list which will have data of all contacts having a particular blood group. The contact lists prove useful for managing the data.

 **Note:**

Only one instance of a data source can be in an active state, that is, in running, paused or error state.

An Org user creates the contact lists and associates only with creator's organization. For example a user Joe belonging to the Sales organization (Sales/Joe) creates a new contact list called POMCustomers. This contact list is visible only to Sales organization.

A global user has access to all contact lists across all organizations. A global user can optionally give access to a contact list to multiple organizations. The global user can give access to the POMCustomers contact list to the support organization if required.

For an Org user, the contact lists associated with the user's organization are accessible while creating campaigns.

 **Note:**

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.








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## Contact lists page field descriptions






Use this page to view the contact lists. Depending on your user role, you can add, change, delete , and empty a contact list. You can see the contact records in a contact list. If organizations are enabled, you can associate the contact lists with specific organizations.

If you have no contact lists, the system displays the message `No contact lists are configured.`

You see the following columns, only when you add one or more contact lists.

Field or Button	Description
<b>Zones</b>	<p>You see this field only if you have specified more than one zone on the system.</p> <p>Displays the zones. You can also filter the zones and associate the contact list with a specific zone while creating the contact list. If you do not associate a contact list with any zone, POM associates the contact list with the default zone. You can associate one contact list with only one zone at a time. You can change the association of the zone and the contact lists anytime, provided no imports are running for the specified contact list.</p> <p> <b>Note:</b></p> <p>When you change the zone of a contact list which has a local file data source, you must change the local path of the POM server to point to the new POM Server.</p>
<b>Last Poll</b>	Displays the date and time when the page is last refreshed.
<b>Contact List Name</b>	Displays the contact list name and click the name to go to the Edit Contact Lists page.
<b>Zone Name</b>	<p>You see this field only if you have specified more than one zone on the system.</p> <p>Displays the name of the zone in which the contact list is created or associated.</p>
<b>Total Contacts</b>	Displays the total number of contacts in the contact list. If the import is in progress for the given contact list, then the system displays the message In Progress for this field until the import is over.
<b>Last Updated</b>	Displays the last time you run import or empty the data source. If the import is in progress for the given contact list, then the system displays the message In Progress for this field till the import is over.
<b>Allowed Organizations</b>	<p>Displays the associated organizations with the contact list.</p> <p> <b>Note:</b></p> <p>If you do not have the multitenancy option turned on, you do not see this field. For more information about multitenancy, see the <i>Avaya Aura® Experience Portal</i> guide.</p>
<b>Actions</b>	<p>You can perform the following actions on every contact list displayed:</p> <ul style="list-style-type: none"> <li>• Use  to upload the contact records.</li> <li>• Use  to run the contact import immediately.</li> <li>• Use  to list all contact records.</li> </ul> <p> <b>Note:</b></p> <p>This button is disabled if the import is in progress for the given contact list.</p> <ul style="list-style-type: none"> <li>• Use  to manage the data sources for the selected contact lists.</li> </ul>

## Contact Lists

Field or Button	Description
	<ul style="list-style-type: none"> <li>Use  to associate the contact list with a specific organization.</li> <li><b>* Note:</b> You can see  only if multi-tenancy is on.</li> <li>Use  to associate the contact list with specific attributes.</li> <li>Use  to empty a contact list.</li> <li><b>* Note:</b> All the contact data is deleted from the particular contact list. You cannot empty a contact list if the contact list is associated with a "In Progress" campaign.</li> <li>Use  to delete the contact list.</li> <li><b>* Note:</b> You cannot delete a contact list if the contact list is associated with a campaign or a data source.</li> </ul>
<b>Add</b>	Use this to add a new contact list.

## Zone filter page field descriptions

The system displays this page only if you have created more than one zones. Use this page to display contact lists only for the selected zones. After you login, by default all zones are selected. You must select the zone from which to display the contact lists.

**\* Note:**

If you add a new zone after logging in, the new zone is not selected automatically. You must manually select the newly added zone.

Field or Button	Description
Selection box	Use to select one or more zones to filter.
<b>Zone</b>	Displays the names of the zones.
<b>Time Zone</b>	Displays the time zones associated with the zone names.
<b>Save</b>	Use to make the changes permanent.

## Add new contact list page field descriptions

Use this page to add a new contact list.

Field or Button	Description
<b>Name</b>	Use to specify a unique name for the contact list to add.
<b>Description</b>	Use to specify a brief description for the contact list to add.
<b>Zone Name</b>	You see this field only if you have specified more than one zone on the system. Use to specify the zone name for the contact list.
<b>Save</b>	Use to save the new contact list.

## Adding a new contact list

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Contact List**.
3. Click **Add** on the Contact Lists page.
4. Specify the **Name** and **Description** for the new contact list.
5. Specify the **Zone Name** from the drop-down list if you have specified more than one zones.
6. Click **Save** to make the changes permanent.

The system displays the following message:

Contact List <name of the list you specified> created successfully.  
You may want to

Upload contacts now

Create a Data Source


Go back to Manage Contact List

## Edit contact list page field descriptions

Use this page to change the contact list description.

Field or Button	Description
<b>Name</b>	Displays the contact list name.

## Contact Lists


Field or Button	Description
	 <b>Note:</b> You cannot change the name after specifying it.
<b>Description</b>	Use to provide a brief description of the contact list. You can edit only the description of existing contact lists.
<b>Zone Name</b>	You see this field only if you have specified more than one zone on the system. Use to specify the zone for the contact list.
<b>Save</b>	Use to make the changes permanent.

## Upload contacts page field descriptions

Use this page to upload contacts from a .csv file in the selected contact list.

While uploading contacts, POM automatically creates a data source for the contact list.

If the file you upload contains new attributes, POM gives an option to add the new attributes dynamically and continue with upload.

Field or Button	Description
<b>File to upload</b>	Select the path of the file, or click <b>Browse</b> to specify the file from which to import the data.   <b>Note:</b> If you are using Internet Explorer 7.0, you can type the path of the .csv file.
<b>Empty Contact List before import</b>	Use the selection box to empty the contact list before importing data in the list.
<b>Automatically update time zone for phone numbers</b>	Use the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file.  To specify a country code you can use separate field, say, XXXX_etry_code, where XXXX is the name of the phone number field. Alternatively, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator.
<b>Check phone numbers for reject patterns</b>	Use the selection box, if you do not want to import the contacts with the phone numbers matching the reject patterns. The reject patterns are specified in the phone formats under <b>POM Home &gt; Configurations &gt; Phone Formats</b> .
<b>Check phone numbers for phone formats rule</b>	Use the selection box, if you do not want to import the contacts with the phone numbers not matching the phone formats. The phone

Field or Button	Description
	formats rules are specified in the phone formats under <b>POM Home &gt; Configurations &gt; Phone Formats</b> .
<b>Check phone numbers for DNC</b>	Use the selection box, if you do not want to import the contacts with addresses existing in the DNC list.
<b>On duplicate record found</b>	To update an existing contact record by using the <b>On duplicate record found</b> drop-down list. You can choose to either update the existing record, or ignore the new record.
<b>Upload</b>	Click to upload the contact data to the selected contact list.

## Run data source page field descriptions

Use this page to view all configured data sources for the selected contact list which are not in running state.

**\* Note:**

Only one instance of a data source can be in an active state, that is, in running, paused or error state.

Field or Button	Description
Selection box	Use the selection box to select the data source to run.
<b>Data Source Name</b>	Displays the data source name.
<b>Type</b>	Displays the data source type.
<b>Last Executed</b>	Displays the time stamp when the data source was last run.
<b>Run Now</b>	Use to run the data source immediately.

## Uploading data from file

### Before you begin

Ensure you have a comma separated file (.csv) with the contact data in one of the following formats, having either only predefined attributes or a combination of predefined and custom attributes.

**\* Note:**

The ID attribute is mandatory. All other attributes are optional.

For example, a file with predefined attributes:

```
id,firstname,lastname,phonenumber1,phonenumber2,email,language,timezone
1212,jane,doe,02034563433,919121212323,janedoe@avaya.com,en-us,PST
1234,john,blake,02045342312,919493929394,johnblake@avaya.com,en-us,PST
```

## Contact Lists

For example, a file with predefined and custom attributes:


```
id,firstname,phonenumber1,INV_STATUS
121,jane,919323456545,INV_ACP
123,jack,919845321245,INV_REJ
```

 **Caution:**

You can upload contacts from files having either ANSI or UTF-8 format.

You can import contacts using **Upload** only when the Campaign Director service running on primary EPM is running as Master Campaign Director service.






## Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Contact List**.
3. Select the contact list to import the data in.
4. Click  to upload the data.
5. Specify the path of the file, or click **Browse** to specify the file to import the data.
6. Select the **Empty Contact List before import** selection box; to empty the contact list before importing data.
7. Select the **Automatically update time zone for phone numbers** selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number.
8. Select the **Check phone numbers for reject patterns** selection box, if you do not want to import the phone numbers matching the reject patterns. The reject patterns are specified in the global configurations under **POM Home > Configurations > Phone Formats**.
9. Select the **Check phone numbers for phone formats rule** selection box, if you do not want to import the phone numbers not matching the phone formats. The phone formats rules are specified in the global configurations under **POM Home > Configurations > Phone Formats**.
10. Select the **Check phone numbers /Emails for DNC** selection box, if you do not want to import the phone numbers present in the DNC list
11. Select the **On duplicate record found** drop-down list, to update an existing contact record. You can choose to either update the existing record, or ignore the newly added record.
12. Click **Upload** to import the contact data.

You can monitor the progress of the import at runtime through POM monitor.

## Contact browser page field descriptions

Use this page to view the details of the contact in a selected contact list. You can view all contact records for the selected contact list.

Field or Button	Description
<b>Contact search and sort criteria</b>	
<b>Search contact where attribute</b>	<p>Use the drop-down list to select the attribute on which to search for the contact record. You can also use operators like = (equal to), != (not equal to), in, like, isNull, and specify a value in the text box provided.</p> <p>For example, you can search for a contact record by creating a set for searching. If you use an attribute salary and the in operator and mention values as 3000, 5000, 8000, then the system searches for salary in 3000, 5000, 8000 and returns the records matching the criteria.</p>
<b>Sort contact using attribute</b>	<p>Use the drop-down list to select the attribute on which to sort the contact records. You can sort the contact records in ascending or descending order.</p> <p> <b>Note:</b></p> <p>If you use ID for sorting, the sorting uses the string rules, as ID is of string data type. For example, if you have IDs like 1,2, 10, 100, 20, 200, then the records are sorted as 1, 10, 100, 2, 20, 200 instead of 1, 2, 10, 20, 100, 200.</p>
<b>Apply Criteria</b>	Click to apply the search or sort criteria.
	Use to go to the first page.
	Use to go to the previous page.
<b>Records Per Page</b>	Use to specify the number of records to be displayed per page.
<b>Go To Page</b>	Use the text box to specify a particular page to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages required to list all contact records.
<b>Add</b>	<p>Click to add new contact record to the selected contact list.</p> <p>All advanced options, namely <b>Automatically update time zone for phone numbers</b>, <b>Check phone numbers for reject patterns</b>, <b>Check phone numbers for phone formats rule</b> and <b>Check phone numbers / E-mails for DNC</b>, except for <b>Empty Contact List before import</b> are automatically applied when you add a record through the contact browser.</p> <p>Do not add records using contact browser if you do not want to apply the advanced options.</p>

## Contact Lists

**\* Note:**

Only for the attributes you import, you see the contact records displayed in a tabular format. You must have at least one value for the attribute, else the attribute is not displayed. You can delete a specific contact record from the selected contact list.


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## Add contact page field descriptions

Use this to add a new contact record in the contact list.

**\* Note:**

If any contact record does not have a value for newly added attributes then those attributes is not shown in the contact browser.

Field or Button	Description
<b>Hide or show predefined attributes</b>	Use to hide or display the predefined attributes. By default you can view only the attribute you import.
<b>Hide or show phone attributes</b>	Use to hide or display the phone attributes. By default you can view only the attribute you import.
<b>Hide or show custom attributes</b>	Use to hide or display the custom attributes. By default you can view only the attribute you import.
	Use to associate attributes.
<b>Save</b>	Click to make the changes permanent.

POM displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see [Supported time zones](#) on page 188.

POM supports G13 languages. For a complete list of supported languages, see [Supported languages](#) on page 187.

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## Edit contact information page field description

Use to edit the contact information.

**\* Note:**

You cannot associate empty attribute values. If you edit a attribute and the attribute is not associated with any value, the edited attribute does not appear in the contact browser

Field or Button	Description
<b>Hide or show predefined attributes</b>	Use to hide or display the predefined attributes. By default you can view only the attribute you import.

Field or Button	Description
<b>Hide or show phone attributes</b>	Use to hide or display the phone attributes. By default you can view only the attribute you import.
<b>Hide or show custom attributes</b>	Use to hide or display the custom attributes. By default you can view only the attribute you import.
	Use to associate attributes.
<b>Save</b>	Click to make the changes permanent.

 **Note:**

If you edit the phone attributes and update the phone number for a contact, and want POM to recalculate the time zone associated with the phone number, you must empty the existing time zone value in the respective time zone attribute. To update the country code attribute, you must empty the existing country code value in the respective country code attribute.

If the phone number or the email id of any contact already exists in the DNC list, then you can edit all other attributes of that contact except the phone number and the email id.

The table lists the display names and the time zone IDs that you can use to change or add time zones.

Display Name	Time Zone Id
Newfoundland Standard Time	Canada/Newfoundland
Atlantic Standard Time (Daylight)	Canada/Atlantic
Atlantic Standard Time	SystemV/AST4
EST(Daylight)	EST5EDT
EST(Daylight)	EST5EDT
EST	EST
CST(Daylight)	CST6CDT
CST	SystemV/CST6
CST(Daylight)	CST6CDT
MST(Daylight)	MST7MDT
MST	MST
PST(Daylight)	PST8PDT
PST	SystemV/PST8
Alaska Standard Time	AST
Hawaii-Aleutian Standard Time(Daylight)	US/Aleutian
Hawaii-Aleutian Standard Time	HST
South Australia	Australia/South
North Australia	Australia/North

## Contact Lists

POM displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see [Supported time zones](#) on page 188.

POM supports G13 languages. For a complete list of supported languages, see [Supported languages](#) on page 187.

## Data source information page field descriptions

Use this page to view the summary information of the data source. Depending on the data type source you might see different information.

### Data source information for file upload

Field or Button	Description
<b>Data Source Information</b>	
<b>Data Source Name</b>	Displays the data source name.
<b>Data Source Description</b>	Displays the data source description.
<b>Contact List</b>	Displays the contact list to which the data source belongs.
<b>Type</b>	Displays the type of the data source.
<b>Uploaded File</b>	Displays the name of the .csv file which you use for upload.
You also see the following field if the contact data source type is local file import :	
<b>Local Path on POM server</b>	Displays the path of the data source on the POM server.
You also see the following fields if the contact data source type is FTP or SFTP:	
<b>Secured</b>	Displays the connection is secured or no. If the contact data source type is FTP, secured is displayed as No.
<b>FTP/SFTP Host Name</b>	Name of the FTP/SFTP server.
<b>User Name</b>	Displays the user name you specify to connect to the server.
<b>Remote Path</b>	Displays the path of the file.
<b>Empty Contact List before import</b>	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
<b>Automatically update time zone for phone numbers</b>	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
<b>Check phone numbers for reject patterns</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.

Field or Button	Description
<b>Check phone numbers for phone formats rule</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
<b>Check phone numbers/ E-mails for DNC</b>	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
<b>On duplicate record found</b>	Displays whether you have chosen to update existing record or ignore the new record.
<b>OK</b>	Use to go to the summary information and return to the Data Sources page.

### Data source information for local file upload

You can view the summary information of the data source using the local file.

Field or Button	Description
<b>Data Source Information</b>	
<b>Data Source Name</b>	Displays the data source name.
<b>Data Source Description</b>	Displays the data source description.
<b>Contact List</b>	Displays the contact list to which the data source belongs.
<b>Empty Contact List before import</b>	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
<b>Automatically update time zone for phone numbers</b>	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
<b>Check phone numbers for reject patterns</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
<b>Check phone numbers for phone formats rule</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
<b>Check phone numbers / E-mails for DNC</b>	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
<b>On duplicate record found</b>	Displays whether you have chosen to update existing record or ignore the new record.
<b>Type</b>	Displays the data source type.
<b>Local Path on POM server</b>	Displays the path of the data source on the POM server.

## Contact Lists

Field or Button	Description
OK	Use to accept the summary information and return to the Data Sources page.

**Data source information for database upload**

You can view the summary information of the data source populated through a database source.

Field or Button	Description
<b>Data Source Information</b>	
<b>Data Source Name</b>	Displays the data source name.
<b>Data Source Description</b>	Displays the data source description.
<b>Contact List</b>	Displays the contact list to which the data source belongs.
<b>Empty Contact List before import</b>	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
<b>Automatically update time zone for phone numbers</b>	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
<b>Check phone numbers for reject patterns</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
<b>Check phone numbers for phone formats rule</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
<b>Check phone numbers / E-mails for DNC</b>	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
<b>On duplicate record found</b>	Displays whether you have chosen to update existing record or ignore the new record.
<b>Type</b>	Displays the data source type.
<b>Database</b>	Displays the database you use. For example, Postgres or Oracle.
<b>Database Host Name</b>	Displays the IP address of the system on which you install the database.
<b>Database Port Number</b>	Displays the port number used to connect to the database.
<b>Database Name</b>	Displays the name of the database.
<b>Database User Name</b>	Displays the user name used to connect to the database.
<b>SQL Query</b>	Displays the query used to populate the records.
OK	Use to accept the summary information and return to the Data Sources page.

**Data source information for custom upload**

You can view the summary information of the data source populated through custom source.

Field or Button	Description
<b>Data Source Information</b>	

Field or Button	Description
<b>Data Source Name</b>	Displays the data source name.
<b>Data Source Description</b>	Displays the data source description.
<b>Contact List</b>	Displays the contact list to which the data source belongs.
<b>Empty Contact List before import</b>	Displays Yes or No depending on whether you have chosen to empty the contact list before import.
<b>Automatically update time zone for phone numbers</b>	Displays Yes or No depending on whether you have chosen to automatically update the time zone for phone numbers.
<b>Check phone numbers for reject patterns</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for reject patterns.
<b>Check phone numbers for phone formats rule</b>	Displays Yes or No depending on whether you have chosen to check the phone numbers for phone format rules.
<b>Check phone numbers / E-mails for DNC</b>	Displays Yes or No depending on whether you have chosen to check if the phone numbers and or email addresses are existing in the DNC list.
<b>On duplicate record found</b>	Displays whether you have chosen to update existing record or ignore the new record.
<b>Type</b>	Displays the data source type.
<b>Class Name</b>	Displays the class name you use to import the data source.
<b>OK</b>	Use to accept the summary information and then returns to the Data Sources page.

## Manage data sources page field descriptions

This page allows you to create, schedule, edit, run, or delete the data sources.




If you do not have any data source, the system displays the message:

No Data Sources are configured.

You see the columns listed below, only if you configure one or more data source.




Field or Button	Description
<b>Last Poll</b>	Displays the date and time when the page is last refreshed.
<b>Data Source Name</b>	Displays the contact data source name.
<b>Type</b>	Displays how the contact data is imported. It can be of the following type: Upload File, File- Local, File- FTP, File- SFTP, Database, and Custom.

## Contact Lists

Field or Button	Description
	To import records using a .csv file and the file resides on POM server or remote system, then use the File Import type. To import records from MS-SQL, Oracle, or Postgres database to the POM database, then use the Database import type. To implement your own mechanism to import records, then use Custom Import type.
<b>Last Executed</b>	Displays the time when the data import was last executed.
<b>Actions</b>	<p>You can:</p> <ul style="list-style-type: none"> <li>Click  to view the details of the data source.</li> <li>Click  to schedule the data source.</li> <li>Click  to delete the data source.</li> </ul>
<b>Add Data Source</b>	Use to add a data source.

## Manage data source schedules page field descriptions

Use this page to create, delete, and list the schedules of the import data source.

Field or Button	Description
<b>Contact Data Source Summary</b>	
<b>Data Source Name</b>	Displays the data source name you have selected to create a schedule.
<b>Type</b>	Displays the datatype source you select.
<b>Schedule Id</b>	Displays the schedule ID.
<b>Frequency</b>	Displays the frequency of the data import.
<b>Start Time</b>	Displays the start time of the data import.
<b>End Time</b>	Displays the end time of the data import.
<b>Actions</b>	<p>Use  to pause the schedule.</p> <p>Use  to resume the schedule.</p> <p>Use  to delete the schedule.</p>
<b>Add</b>	Use to add a schedule for data import.
<b>Back</b>	Use to return to previous page.

## Schedule creation page field descriptions

Use this page to create a recurring or run once schedule for the selected contact data source.

**\* Note:**

While scheduling data sources, if the data source schedule falls in the shift window with the Daylight Savings time (DST) clock change, the schedule for the data source does not run.

Field or Button	Description
<b>Start Date &amp; Time:</b>	
<b>Date</b>	Use to specify the schedule start time. You can use the drop-down list to select the month or click the date picker.
<b>Time</b>	Use to specify the schedule start time. You can specify time in 24 hour clock format.
<b>Time Zone</b>	Use the drop-down list to specify the time zone.
<b>Recurring</b>	<p>Use the selection box to create a recurring schedule. Six frequencies are available for recurring schedules.</p> <ul style="list-style-type: none"> <li>• <b>Run Every N Minutes:</b> This option creates a job for the contact data source every N specified minutes. For example if you specify 45 then it creates jobs every 45 minutes. So if first job starts at 1200 hrs then the second starts at 1245 hrs and so on until the finish date.</li> <li>• <b>Daily:</b> This option creates a job daily at the start time you mention during scheduling and continues until the finish date.</li> <li>• <b>Weekdays only:</b> This option creates a job on all days of the week except the weekend days that you mention in the <b>POM Home &gt; Configurations &gt; Global Configurations &gt; Weekend days</b> field.</li> <li>• <b>Weekly:</b> This option creates jobs on selected days in a week. For example, if you select Monday and Friday, then the weekly jobs are created on Monday and Friday at the start time mentioned during schedule and so on until the finish date.</li> <li>• <b>Monthly:</b> This option creates the jobs monthly depending on the start date until the finish date.</li> <li>• <b>Yearly:</b> This option creates the jobs yearly depending on the start date until the finish date.</li> </ul>
The following field is available only if you check the <b>Recurring</b> selection box.	
<b>Finish Date</b>	Use to specify the finish date for the schedule. You can use the drop-down list to select the month or click the date picker.
<b>Time</b>	Use to specify the time at which to end the recurring schedule.

## Add import data source wizard step 1 page field descriptions

Use this as a first step to import data. For all 3 ways in which you can create a data source, you must provide information in the fields described on this page.

## Contact Lists

\* **Note:**





If the POM database restarts during an import, you might lose some data.

Field or Button	Description
<b>Create Data Source Using</b>	Use the option button to select from the following: <ul style="list-style-type: none"> <li>• File</li> <li>• Database</li> <li>• Custom</li> </ul>
<b>Import Data Source Information</b>	
<b>Data Source Name</b>	A unique identifier for the data source name.
<b>Data Source Description</b>	A brief description about the data source.
<b>Advanced Options</b>	
<b>Empty Contact List before import</b>	Use the selection box to empty the contact list before importing data in the list.
<b>Automatically update time zone for phone numbers</b>	Use the selection box to automatically update the time zone for the phone numbers depending on the country code specified while entering the phone number in the .csv file.  To specify a country code you can use separate field, say, XXXX_etry_code, where XXXX is the name of the phone number field. Also, In the phone number you can specify the country code before the phone number using Country code separator. For example, if you specify a phone number as 1#4563234545, then 1 is the country code and # is the separator.
<b>Check phone numbers for reject patterns</b>	Use the selection box, if you do not want to import the contacts with the phone numbers matching the reject patterns. The reject patterns are specified in the phone formats under <b>POM Home &gt; Configurations &gt; Phone Formats</b> .
<b>Check phone numbers for phone formats rule</b>	Use the selection box, if you do not want to import the contacts with the phone numbers not matching the phone formats. The phone formats rules are specified in the phone formats under <b>POM Home &gt; Configurations &gt; Phone Formats</b> .
<b>Check phone numbers / Emails for DNC</b>	Use the selection box, if you do not want to import the contacts with addresses existing in the DNC list.
<b>On duplicate record found</b>	Specify this to update an existing contact record by using the <b>On duplicate record found</b> drop-down list. You can choose to either update the existing record, or ignore the new record.


POM displays the time zones in contact browser using the display names. To add, edit, or import contacts, you must specify the time zone using the time zone IDs. For a complete list of supported time zones, see [Supported time zones](#) on page 188.

## Add import data source wizard step 2 (file import) page field descriptions

Use this page to import data source using the File Import option. Ensure that the FTP/SFTP service is enabled on the server where data source file is located.

Field or Button	Description
<b>Create Data Source Using</b>	<p>Use option button to select import from:</p> <ul style="list-style-type: none"> <li>• <b>Local File Import</b></li> <li>• <b>FTP/SFTP File Import</b></li> </ul> <p> <b>Note:</b></p> <p>You can upload contacts using SFTP only for files upto 150 MB in size.</p>
<b>Local File Import</b>	<p>Use if the source file is located on the local machine. You must mention the <b>Local path on the POM server</b> as the path from where the file uploads.</p> <p>To import a file, ensure that the avayavp user must have read permission on the file and all its parent directories. Permissions can be enabled or disabled by the root user using the command <code>chmod 455</code>.</p> <p>For example, to import a file called contacts.csv from the location, <b>/home/craft/Contacts/Files/Today/contacts.csv</b>, ensure that you assign READ permission to all directories individually in the path, using <code>chmod</code> command.</p> <p> <b>Note:</b></p> <p>You can import files having either ANSI or UTF-8 format.</p>
<b>FTP/SFTP File Import</b>	<p>To import using the File Transfer Protocol (FTP) or Secure File Transfer Protocol (SFTP).</p> <p>For EPM, the FTP service is disabled by default and the SFTP service is enabled by default.</p> <p> <b>Note:</b></p> <p>For SFTP server, if the PasswordAuthentication is set to No in the <code>/etc/ssh/sshd_config</code> file, then you might get Auth Fail error. By default the PasswordAuthentication value is set to No. Ensure you set the PasswordAuthentication to Yes. If you change the PasswordAuthentication value, then restart the sshd service for the changes to take effect.</p> <p>Specify the following parameters:</p> <ul style="list-style-type: none"> <li>• <b>Secured:</b> Use this check box to use a secure file transfer protocol for import.</li> <li>• <b>FTP/SFTP Host name:</b> Specify the host name or IP address of the FTP or SFTP server.</li> <li>• <b>User Name:</b> Specify the user name to connect to the FTP/SFTP server.</li> </ul> <p> <b>Note:</b></p> <p>POM does not support Anonymous user.</p> <ul style="list-style-type: none"> <li>• <b>Password:</b> Specify the password to connect to the FTP/SFTP server.</li> </ul>

## Contact Lists

Field or Button	Description
	<ul style="list-style-type: none"> <li>• <b>Remote Path:</b> Specify the remote location of the data source file.</li> </ul> <p> <b>Note:</b> You cannot connect to the FTP server through a proxy server.</p>
<b>Upload Contacts from following file</b>	
<b>Local path on the POM server (Including file name)</b>	Use to specify the path of the data source file.
<b>How are fields separated from each other ?</b>	Use to specify the separators used in the file for separating fields. The separators can be: <ul style="list-style-type: none"> <li>• Comma (,)</li> <li>• Tab</li> <li>• Colon (:)</li> <li>• Semi colon (;)</li> <li>• Pipe ( )</li> <li>• Other</li> </ul>
<b>Finish</b>	Use this to finish the data import.

## Add import data source step 2 (database import) page field descriptions

Use this page to to specify source database connection properties.

 **Note:**

All fields on this page are mandatory. If the POM database restarts during an import, you might lose some data.

Field or Button	Description
<b>Import From Following Database:</b>	
<b>Database</b>	Use the drop-down list to specify the database type. The available options are MS-SQL, Postgres, and Oracle.
<b>Database Host Name</b>	Use to specify the host name / IP address of the database server.
<b>Database Name</b>	Use to specify the database name.
<b>Database Port Number</b>	Use to specify the port number to connect to the database. The default ports to connect to the database are: <ul style="list-style-type: none"> <li>• 5432 to connect to Postgres database.</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• 1521 to connect to Oracle database.</li> <li>• 1433 to connect to MS-SQL database.</li> </ul>
<b>Database User Name</b>	Use to specify the user name to connect to the database.
<b>Database Password</b>	Use to specify the password to connect to the database.
<b>Test Connection</b>	Use to test the database connection.

## Add import data source wizard step 3 (database import) page field description



Use this page to specify the query to import data from the external database.

Field or Button	Description
<b>SQL Query</b>	Use to specify the SQL query to get the data from the external database. For example if you set the SQL query as select * from EMP , this imports all data from the EMP table.

## Add import data source wizard step 4 (database import) page field descriptions

Use this page to map the fields of the external database to existing predefined and custom attributes. The first table explains the mapping for the predefined attributes, and the second table explains the mapping for the custom attributes.

Field or Button	Description
<b>Contact Information</b>	Displays all predefined attributes.
<b>Field Name</b>	Use to map the columns from the external database with the predefined attributes. Use the drop-down list to select the columns.

Field or Button	Description
<b>Attribute Name</b>	Displays the attribute name.
<b>Mapping Field</b>	Displays the mapping field.
	Click  to add custom attributes to map with the external database fields.
<b>Specify Mapping</b>	
<b>Select Attribute</b>	Use the drop-down list to select the custom attribute.
<b>Map to Field</b>	Use the drop-down list to select the field to map the custom attribute.

## Contact Lists

Field or Button	Description
<b>Add</b>	Use to add the custom attribute.
<b>Finish</b>	Use to finish the data source creation.

## Add import data source wizard step 2 (custom import) page field descriptions

Use this page to specify name of the custom class.

**\* Note:**

Ensure that the jar file of the specified class is in the `$POM_HOME/lib/custom` folder.

Field or Button	Description
<b>Import Data from following class</b>	
<b>Class Name</b>	Use to specify the name of the class implemented for data import.  <b>* Note:</b> You must create a custom data connector to import data using the custom class. See <i>Developer's Guide for Proactive Outreach Manager</i> .
<b>Finish</b>	Use to complete the data source creation.

## Contact list - Organization association page field descriptions

Use this page to associate the contact list with any organization.

Field or Button	Description
<b>Change Organizations for contact list</b>	Allows you to associate organizations with the selected contact list.
<b>Select</b>	Use the check box to select the organization.
<b>Allowed Organizations</b>	Displays the list of allowed organizations.
<b>Save</b>	Use to save the changes.


## Contact list - Attributes association page field descriptions

Use this page to associate attributes with selected contact list.

Field or Button	Description
<b>Change Allowed attributes for contact list</b>	Allows you to associate attributes with the selected contact list.
<b>Available Attributes</b>	Displays the list of attributes you can select from to associate with the selected contact list. You can select multiple attributes and can move the attributes to the selected attributes column.
<b>Selected Attributes</b>	Displays the list of selected attributes that you can associate with the selected contact list. You can specify the order in which the attributes can be associated. The system considers the order of the attributes that you specify in the selected attributes while exporting the contacts after job completion. For more information about exporting contacts post job completion, see <a href="#">Processing Parameters page field descriptions</a> on page 52.
<b>Save</b>	Use to save the changes.


## Associating a contact list

### Procedure

1. Click  to associate a contact list to a specific organization.  
The Contact List Organization association page is displayed.
2. Select the organization with which you want to associate the contact list.
3. Save the changes made to the contact list.  
POM associates the contact list with the organization that you select.

## Associating attributes with contact lists

### Procedure

1. Click  to associate an attribute with a specific contact list.  
The Attribute association page is displayed.
2. Select the attributes to associate with the contact list.
3. Save the changes made to the contact list.

POM associates the contact list with the attributes you select.

---


## Deleting a contact list

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Contact List**

 **Note:**

If you have created the contact list using the **Upload from File** option, you must first delete the data source and then delete the contact list.

3. Click  to delete the selected contact list.

The system displays a dialog box confirming the delete operation.

4. Click **Yes** to delete the contact list and then click **No** to cancel the delete operation.


 **Note:**

You cannot delete the contact list if the contact list is associated with a campaign or a data source.

---

## Emptying a contact list

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Contact Lists**.
3. Click  to empty the particular contact list.

A dialog box confirming the emptying operation is displayed. Click **Yes** to empty the contact list and then click **No** to cancel the emptying operation.

If the operation is successful, it returns the following message:

Created a job to delete <number of records> from this Contact List.


# Chapter 16: Attributes

## About attributes

Attributes are the properties of contact data. You can filter the contact data based on attributes.

There are two types of attributes:

- **Predefined attributes:** Predefined attributes are the built-in attributes. These attributes are most commonly used attributes and are grouped together. The predefined attributes are:

Attribute name	Description
System Contact Id	This unique identification number is autogenerated by POM.
Id	The unique identification for the contact. Id is a mandatory attribute.   <b>Note:</b> Id must be the first attribute to be mentioned in the .csv file.
Title Predefined	The salutation that is used before the first name of the contact. For example, Mr, Mrs., Dr.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Address Line 1 Predefined	The address of the contact.
Address Line 2 Predefined	The address of the contact.
Address Line 3 Predefined	The address of the contact.
Address Line 4 Predefined	The address of the contact.
Address Line 5 Predefined	The address of the contact.
Phone 1	The primary phone number of the contact.
Phone 1 Country Code	The country code associated with the primary phone number.
Time Zone	The time zone associated with the primary phone number.
Phone 2	The secondary phone number of the contact.
Phone 2 Country Code	The country code associated with the secondary phone number.
Phone 2 Time Zone	The time zone associated with the secondary phone number.

## Attributes

Attribute name	Description
E-mail	The email address of the contact.
Language	The default language associated with the contact record.
Last Attempt Time	The date and time when the contact was attempted.
Last Successful Attempt Time	The date and time when the contact was contacted successfully.
Last Completion Code	The last completion code retrieved for the contact.
Country Predefined	The country of residence associated with the contact record.
Zip Code Predefined	The zip code associated with the contact record.

 **Note:**

Predefined attributes are not mandatory attributes while importing. Only the Id attribute is mandatory. The system internally updates the Last Successful Attempt Time, Last Attempt Time, and Last Completion Code attributes, and these attributes are not visible from the contact browser.

- Custom Attributes: Apart from the most commonly used ones, you can set up your own attributes for any campaign.

To specify the values for the language attribute, refer [Supported languages](#) on page 187 for the allowed values.

To specify values for the time zone attributes, refer [Supported time zones](#) on page 188.

You can limit the access to attributes by marking the attributes as private or public. For example, you can mark the salary attribute as a private attribute.

The attributes created by an Org user are associated only with creator's organization. For example, a user Joe belonging to the Sales organization (Sales/Joe) creates a custom attribute CustomerType. This custom attribute is visible only to Sales organization.

A global user can create custom attributes and can mark them as private. The global user can associate such private attributes with one or more organizations. The global administrator can create a private custom attribute salary and give explicit permission to HR, and Finance organization to access this attribute.



Predefined attributes of a contact such as Phone 1, Last Name, are global, and accessible to all organization users. The global user has access to all attributes. For an organization user, the private contact attributes associated to the user's organization, and all public attributes, are accessible while creating campaigns, creating campaign strategies, and creating data sources.

 **Note:**






A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.





## Attribute page field descriptions

This page displays the list of attributes. Depending on your user role, you can add, change, and delete the attributes. You can generate a .csv template. If multi-tenancy is enabled, you can associate the attributes with specific organizations.









Field or Button	Description
Textbox	Use to enter the name of the attribute to search.
	Use to start the search. Attribute search criteria is not case sensitive and does not support any regular expressions.
	Use to clear or cancel the search.
You see the following fields when you click <b>Advanced</b>	
<b>Select</b>	<p>Use the drop down list to choose the search criteria. You can specify the search criteria using any one option:</p> <ul style="list-style-type: none"> <li>• Name</li> <li>• Data Type</li> <li>• Private</li> <li>• Read Only for agents</li> <li>• Masked for agents</li> </ul>
<b>Select</b>	<p>Use the drop down list to specify the operator you can use to specify the search criteria. You can use only the equal to (=) operator for datatype, private, read-only for agents, and masked for agents. If you select name, then you can use:</p> <ul style="list-style-type: none"> <li>• Equal to (=)</li> <li>• Not Equal to (!=)</li> <li>• in</li> <li>• like</li> </ul> <p>For example, you can search for a name attribute where name is not equal to currency. Also, you can search for a private attribute = Yes. The system returns all attributes marked Private.</p>
<b>Select</b>	<p>Use this to specify either Yes or No only for private, read-only for agents, and masked for agents. This drop down list is unavailable if you select name. If you select datatype, you can use:</p> <ul style="list-style-type: none"> <li>• Integer</li> <li>• Long</li> <li>• Float</li> <li>• Short</li> <li>• Character</li> <li>• Boolean</li> </ul>

## Attributes

Field or Button	Description
	<ul style="list-style-type: none"> <li>• String</li> <li>• Phone</li> <li>• Email</li> <li>• Date</li> <li>• Time</li> <li>• Timestamp</li> </ul>
	Use to go to the first page.
	Use to go to the previous page.
<b>Records Per Page</b>	Use to specify the number of records to be displayed per page.
<b>Go To Page</b>	Use the text box to specify a particular page to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the next page.
	Use to go to the last page.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages required to list all attributes.
Selection check box	Use the selection check box to select the attributes for exporting the attributes in the csv template.
<b>Name</b>	<p>Displays the names of existing attributes, both the predefined, and custom attributes.</p> <p> <b>Note:</b></p> <p>If you are using a non-english language, the attribute name is displayed in the specified language, but while importing, you must specify the value in English. For example, if you use Chinese for First Name attribute, you can see the attribute name in Chinese, but when you specify the attribute in a file, you must specify the attribute names as firstname in English.</p>
<b>Type</b>	Displays the attribute type as predefined or custom.
<b>Data Type</b>	<p>Displays the data type of the attribute. The minimum and the maximum values for each data type are:</p> <ul style="list-style-type: none"> <li>• <b>INTEGER:</b> The minimum value is -2,147,483,648, and the maximum value is 2,147,483,647 (both values inclusive).</li> <li>• <b>LONG:</b> The minimum value is -9,223,372,036,854,775,808, and the maximum value is 9,223,372,036,854,775,807 (both values inclusive).</li> <li>• <b>SHORT:</b> The minimum value is -32,768, and the maximum value is 32,767 (both values inclusive).</li> <li>• <b>CHARACTER:</b> A single character is allowed.</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>FLOAT: 28 precision and 10 scale. This means 28 characters before the decimal and 10 characters after the decimal point.</li> </ul> <p> <b>Note:</b></p> <p>You cannot enter a float value as a combination on numbers and alphabets. For example, 123.4f is not a valid float value.</p> <ul style="list-style-type: none"> <li>BOOLEAN: The allowed values are TRUE and FALSE, or YES and NO, or T and F, or Y and N, or 0 and 1.</li> <li>STRING: Any string up to 3990 characters.</li> <li>PHONE: Valid phone number up to 80 characters. The system has two predefined attributes; Phone 1 and Phone 2, for specifying the phone number. Use this to specify an alternate phone number. When you add a phone attribute, POM adds 2 child attributes, xxx_ctry_code and xxx_tz, where xxx is name of the phone attribute.</li> <li>EMAIL: Any string up to 80 characters.</li> <li>DATE: Date in the valid format.</li> </ul> <p> <b>Note:</b></p> <p>The date format must match the date part specified in the <b>Global Date Format</b> field on the Manage Global Configuration page under <b>POM Home &gt; Configurations &gt; Global Configurations</b>.</p> <p>For example, to specify a custom attribute, Date_Of_Birth, then use the Date data type.</p> <ul style="list-style-type: none"> <li>TIME: Time in the valid format.</li> </ul> <p> <b>Note:</b></p> <p>The time format must match the time part specified in the <b>Global Date Format</b> field on the Manage Global Configuration page under <b>POM Home &gt; Configurations &gt; Global Configurations</b>.</p> <p>For example, to specify a custom attribute, Delivery_Time, then use the Time data type.</p> <ul style="list-style-type: none"> <li>TIMESTAMP: Timestamp in the valid format.</li> </ul> <p> <b>Note:</b></p> <p>The timestamp must match with the timestamp part specified in the <b>Global Date Format</b> field on the Manage Global Configuration page under <b>POM Home &gt; Configurations &gt; Global Configurations</b>.</p> <p>For example, to specify a custom attribute, Schedule, then use the Timestamp field.</p> <p>If you specify the Global Date Format as DD-MM-YYYY hh:mm:ss, then the valid date format considers DD-MM-YYYY, the valid time format considers hh:mm:ss, and the valid timestamp considers DD:MM:YYYY hh:mm:ss.</p>
<b>Private</b>	<p>Displays whether the attribute is private.</p> <p>You can use this to restrict access to attributes such as salary. For example, if HR/Joe creates a salary attribute, then the attribute is Private to the HR organization by default. If a global user creates a salary attribute, then the global user can mark the attribute as Private.</p>



## Attributes

Field or Button	Description
	If marked as Private, no organization can use this attribute, until you associate the attribute with some organization. The global user can associate the salary attribute with one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not marked as private, all organization users can use it. The global user can access all attributes regardless of the privacy setting.
<b>Read only for Agents</b>	Displays if the attribute is read-only or editable for the logged in agents.
<b>Masked for agents</b>	<p>Displays if the attribute is masked. If the attribute is masked, the logged in agents cannot see the attribute.</p> <p> <b>Note:</b></p> <p>If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.</p>
<p> <b>Note:</b></p> <p>If you turn multi-tenancy on, you see the <b>Allowed Organizations</b> field. For more information about multi-tenancy, see the <i>Administering Avaya Aura® Experience Portal</i> guide.</p>	
<b>Allowed Organizations</b>	Lists the different organizations to which the attributes are associated.
<b>Actions</b>	<p>You can perform the following actions only for the custom attributes:</p> <ul style="list-style-type: none"> <li>Click  to get the details for the attribute.</li> <li>Click  to associate the attribute with existing organization.</li> </ul> <p> <b>Note:</b></p> <p>The  is greyed out if you have not marked the attribute as private.</p> <ul style="list-style-type: none"> <li>Click  to delete the attribute.</li> </ul> <p> <b>Note:</b></p> <p>You cannot delete the attribute, if the attribute is associated with any of the filtering criteria of the campaign, or if the attribute is used in database based import, if the attribute is used in a campaign strategy or used in a campaign restriction. If the attribute is marked as Private, then users belonging to that organization can delete the attribute only when no other organization uses it.</p>
<b>Add</b>	Use this to add a new attribute. You can add maximum 900 attributes The total count of attributes is calculated including system and the custom attributes on the system.
<b>Add Multiple</b>	Use this to add more than one attribute at a time. You can add up to 50 attributes at once.
<b>Generate CSV Template</b>	Use this to generate a .csv template. The file opens in MS Excel and has to be saved as a .csv. You can create this template by selecting the listed attributes. You can view the predefined attributes and choose to add the predefined or the custom attributes. You can choose to either open the file or save the file.

Field or Button	Description
	You can use this <code>.csv</code> file during the data import and upload the contacts using <b>Upload Contacts</b> option. You can import files having either ANSI or UTF-8 format.

## Detail attribute page field descriptions

Use this page to view the details of the attributes. This is a summary information based on the values you select, while adding or editing an attribute.

Field or Button	Description
<b>Attribute Name</b>	Displays the attribute name.
<b>Attribute Data Type</b>	Displays the attribute data type.
<b>Private</b>	Displays the attribute is private or public. If the value is no, then the attribute is public.
<b>Read Only for agents</b>	Displays if the attribute is a read-only attribute. The agents cannot change the values of read-only attributes through the desktop.
<b>Masked for agents</b>	<p>Displays if the attribute is masked for agents. The agents cannot see the attribute value on the desktop for masked for agents attributes.</p> <p> <b>Note:</b></p> <p>If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.</p>
<b>Attribute Organizations</b>	Displays the organizations associated with the attribute.
<b>Attribute used in contact data source</b>	<p>Displays the database data sources associated with the attribute.</p> <p> <b>Note:</b></p> <p>Only if you import the attribute using database, this field shows the data source name from where it is imported. In all other cases, the system displays the message <code>No Contact Data Source is associated with this attribute.</code></p>
<b>Attribute used in campaign</b>	Displays the campaign name associated with the attribute.
<b>Attribute used in campaign strategy</b>	Displays the campaign strategy associated with the attribute.
<b>Attribute used in campaign restrictions</b>	Displays whether the attribute is used in campaign restrictions.
<b>Attribute used in agent scripts</b>	Displays whether the attribute is used in agent scripts.

## Edit attribute page field descriptions

Use this page to edit the custom attributes. You cannot change the name or the data type, but you can mark the attribute as private. You cannot edit the system predefined attributes.

**\* Note:**


If have multitenancy turned on, only then you can mark any attribute as private. If you do not have multitenancy on, you can mark the attribute as Read Only for agents and Masked for agents. For more information about multitenancy, see the *Administering Avaya Aura® Experience Portal* guide.

Field or Button	Description
<b>Attribute Name</b>	Displays the attribute name. This field cannot be edited.
<b>Attribute Data Type</b>	Displays the attribute data type. This field cannot be edited.
<b>Private</b>	Use this selection box to mark the attribute as private.
<b>Read Only for agents</b>	Use this selection box to mark the attribute as read only for agents. The agents cannot change the Read Only for agents attribute value using the desktop.
<b>Masked for agents</b>	<p>Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the desktop.</p> <p><b>* Note:</b></p> <p>If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.</p>
<b>Save</b>	Use to make the changes permanent.

## Add new attribute page field descriptions

Use this page to add new attributes. You can add maximum 900 attributes.

Field or Button	Description
<b>Attribute Name</b>	A unique identifier for the attribute.
<b>Select Attribute Data Type</b>	Use the drop-down list to assign the attribute type.
<b>Private</b>	Use selection box to make the attribute private.

Field or Button	Description
	<p> <b>Note:</b></p> <p>You see the selection check box only if you have multitenancy turned on. For more information about multitenancy, see the <i>Administering Avaya Aura® Experience Portal</i> guide.</p>
<b>Read Only for agents</b>	Use this selection box to mark the attribute as read only for agents. The agents cannot change the Read Only for agents attribute value from the desktop.
<b>Masked for agents</b>	Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the desktop.
<b>Save</b>	Use to add the attribute.

## Attribute organization association page field descriptions

Use this page to associate attributes with any organizations.


Field or Button	Description
<b>Change Organizations for Attribute</b>	Displays the attribute to associate the organization.
<b>Select Organization(s)</b>	Displays the list of organizations.
<b>Save</b>	Use to save the changes.

## Add multiple attributes page field descriptions

Use this page to add multiple attributes on a single click. The total number of attributes cannot exceed 900.

Field or Button	Description
<b>Attribute Name</b>	Use to specify the name of the attribute to add.
<b>Attribute Data Type</b>	Use to specify the data type of the attribute to add to the database.
<b>Private</b>	Use this selection box to mark the attribute as private.
<b>Read Only for agents</b>	Use this selection box to mark the attribute as read only for agents. The agents cannot change the Read Only for agents attribute values from the agent desktop.
<b>Masked for agents</b>	Use this selection box to mark the attribute as masked for agents. The agents cannot see the Masked for agents attribute value from the agent desktop.

## Attributes

Field or Button	Description
<b>Actions</b>	Use  to delete the row.
<b>Add more rows</b>	By default you can view and add 10 attributes. You can add more row using the <b>Add more</b> rows text field. At any time, you cannot add more than 50 attributes together.
<b>Add</b>	Use to add more rows.
<b>Save</b>	Use to add attributes to POM.

---

## Generate CSV template description

You can use the csv template to store contact records. You can use the template to import records in the POM database from an external source.

---

## Adding attributes

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Attributes**.
3. Click **Add**.
4. Specify the **Attribute Name**.
5. Select the data type of the attribute using the drop-down list.
6. (Optional) Use the **Private** selection check box to make the attribute private.

You can use this to restrict access to attributes such as salary. For example, if HR/Joe creates a salary attribute, then the attribute is Private to the HR organization by default. If a global user creates a salary attribute, then the global user can mark the attribute as Private. If marked as Private, no organization can use this attribute. The global user can associate the salary attribute with the one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not private, all organization users can use it. The global user can gain access to all attributes regardless of the privacy setting.

### **Note:**

While adding attributes, if you get an Internal Server error, the error indicates that POM cannot complete the request before page time out. You can avoid getting the error by changing the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the httpd service, and the tomcat service for changes to take effect.

7. Use the **Read Only for Agents** selection box to make the attribute uneditable by the agents.

You can use this to restrict the agent from updating the attribute value. For example, if you have *paymentamountdue* attribute, and that is read only, then the agent can only see the value but not change the value from the agent desktop.

8. Use the **Masked for Agents** selection box to hide the attribute value

You can use this to restrict the agent from seeing the attribute value. For example, you can use it to mask the salary details.

9. Click **Save** to add the attribute.

You can add maximum 900 attributes.

---

## Adding multiple attributes

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Attributes**.
3. On the Attributes page, click **Add Multiple**.
4. On the Add Multiple Attributes page, specify the values for **Attribute Name**, **Attribute Data Type** fields. You can mark the attribute as private, or read only for agents, or masked for agents.

 **Note:**

While adding attributes, if you get an Internal Server error, the error indicates that POM cannot complete the request before page time out. You can avoid getting the error by changing the page time out value in the `/etc/httpd/conf/httpd.conf` file. You must restart the httpd and the tomcat service for changes made to file to take effect.

5. Use the **Add more rows** text box to add more rows for adding attributes. You cannot add more than 50 attributes at a single time.
6. Click **Save** to make the changes permanent.

You can add maximum 900 attributes.

---

## Editing attributes

### About this task

Use this page to change the sensitivity of the attribute. You can edit the attributes or mark the attribute as private only when multi-tenancy is enabled on Avaya Aura® Experience Portal. For more information about multitenancy, see *Administering Avaya Aura® Experience Portal* guide.

## Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Attributes**.
3. Click the attribute you want to change.

 **Note:**

You cannot change the **Attribute Name** and **Attribute Data Type**.

4. Use the **Private** selection check box to make the attribute private.  
You can use this to restrict access to attributes such as salary. For example, if HR/Joe creates a salary attribute, then the attribute is Private to the HR organization by default. If a global user creates a salary attribute, then the global user can mark the attribute as Private. If marked as Private, no organization can use this attribute. The global user can associate the salary attribute with the one or more than one organizations, and only the associated organizations can use the attribute. If the attribute is not marked as private, all organization users can use it. The global user can access all attributes regardless of the privacy setting.
5. Use the **Read Only for Agents** selection box to make the attribute uneditable by the agents.  
You can use this to restrict the agent from updating the attribute value. For example, if you have *paymentamountdue* attribute, and is read only, then the agent can only see the value but not change the value from the agent desktop.
6. Use the **Masked for Agents** selection box to hide the attribute value  
You can use this to restrict the agent from seeing the attribute value from the agent desktop. For example, you can use it to mask the salary details.

 **Note:**

If you mark any attribute as masked for a running campaign, pause and resume the campaign so that the attribute displays as masked on the desktop.

7. Click **Save** to update the attribute.

---

## Deleting attributes


### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Contacts > Attributes**.
3. Click the delete icon to delete the respective attribute.

 **Note:**

You cannot delete the predefined attributes. For custom attributes, you cannot delete the attribute, if the attribute is associated with any of the filtering criteria of the campaign, or

if the attribute is used in database import, if the attribute is used in a campaign strategy or used in a campaign restriction. If the attribute is marked as Private, then users belonging to that organization can delete the attribute only if it is not used by any other organization. A global user can delete the custom attributes belonging to any organization if not used in any filtering criteria or associated with the database import. You cannot delete an attribute if the attribute is a part of a running import.

4. Click  to delete the selected attribute.

The system displays a confirmation dialog box. Click **Yes** to delete, or **No** to cancel.

## Supported languages

These codes are the values for the language attribute during contact import, or while adding or editing contact information through the contact browser.

Language	Allowed string value
Czech	cs-cz
German	de-de
Australian English	en-au
UK English	en-gb
US English	en-us
Castilian Spanish	es-es
Latin American Spanish	es-la
Canadian French	fr-ca
French	fr-fr
Hebrew	he-il
Hindi	hi-in
Hungarian	hu-hu
Italian	it-it
Japanese	ja-jp
Korean	ko-kr
Malay	ms-my
Dutch	nl-nl
Polish	pl-pl
Brazilian Portuguese	pt-br
Russian	ru-ru
Slovak	sk-sk
TDD	td-us

## Attributes

Language	Allowed string value
Thai	th-th
Mandarin Chinese	zh-cn
Cantonese Chinese	zh-hk

## Supported time zones

POM supports all Java 1.6 supported time zones. The following are some of the commonly referenced time zones:

**\* Note:**

To edit or import the time zone value for a contact, you must specify the time zone using the values mentioned in the ID column.

Offset	DST	ID	Time Zone
-12	-12	Etc/GMT+12	GMT-12:00
-11	-11	Etc/GMT+11	GMT-11:00
-11	-11	MIT	West Samoa Time
-11	-11	Pacific/Apia	West Samoa Time
-11	-11	Pacific/Midway	Samoa Standard Time
-11	-11	Pacific/Niue	Niue Time
-11	-11	Pacific/Pago_Pago	Samoa Standard Time
-11	-11	Pacific/Samoa	Samoa Standard Time
-11	-11	US/Samoa	Samoa Standard Time
-10	-11	America/Adak	Hawaii-Aleutian Standard Time
-10	-9	America/Atka	Hawaii-Aleutian Standard Time
-10	-9	Etc/GMT+10	GMT-10:00
-10	-10	HST	Hawaii Standard Time
-10	-10	Pacific/Fakaofu	Tokelau Time
-10	-10	Pacific/Honolulu	Hawaii Standard Time
-10	-10	Pacific/Johnston	Hawaii Standard Time
-10	-10	Pacific/Rarotonga	Cook Is. Time
-10	-10	Pacific/Tahiti	Tahiti Time
-10	-10	SystemV/HST10	Hawaii Standard Time
-10	-9	US/Aleutian	Hawaii-Aleutian Standard Time
-10	-10	US/Hawaii	Hawaii Standard Time
-9.5	-9.5	Pacific/Marquesas	Marquesas Time
-9	-8	AST	Alaska Standard Time

Offset	DST	ID	Time Zone
-9	-8	America/Anchorage	Alaska Standard Time
-9	-8	America/Juneau	Alaska Standard Time
-9	-8	America/Nome	Alaska Standard Time
-9	-8	America/Yakutat	Alaska Standard Time
-9	-9	Etc/GMT+9	GMT-09:00
-9	-9	Pacific/Gambier	Gambier Time
-9	-9	SystemV/YST9	Alaska Standard Time
-9	-8	SystemV/YST9YDT	Alaska Standard Time
-9	-8	US/Alaska	Alaska Standard Time
-8	-7	America/Dawson	Pacific Standard Time
-8	-7	America/Ensenada	Pacific Standard Time
-8	-7	America/Los_Angeles	Pacific Standard Time
-8	-7	America/Santa_Isabel	Pacific Standard Time
-8	-7	America/Tijuana	Pacific Standard Time
-8	-7	America/Vancouver	Pacific Standard Time
-8	-7	America/Whitehorse	Pacific Standard Time
-8	-7	Canada/Pacific	Pacific Standard Time
-8	-7	Canada/Yukon	Pacific Standard Time
-8	-8	Etc/GMT+8	GMT-08:00
-8	-7	Mexico/BajaNorte	Pacific Standard Time
-8	-7	PST	Pacific Standard Time
-8	-7	PST8PDT	Pacific Standard Time
-8	-8	Pacific/Pitcairn	Pitcairn Standard Time
-8	-8	SystemV/PST8	Pacific Standard Time
-8	-7	SystemV/PST8PDT	Pacific Standard Time
-8	-7	US/Pacific	Pacific Standard Time
-8	-7	US/Pacific-New	Pacific Standard Time
-7	-6	America/Boise	Mountain Standard Time
-7	-6	America/Cambridge_Bay	Mountain Standard Time
-7	-6	America/Chihuahua	Mountain Standard Time
-7	-7	America/Dawson_Creek	Mountain Standard Time
-7	-6	America/Denver	Mountain Standard Time
-7	-6	America/Edmonton	Mountain Standard Time
-7	-7	America/Hermosillo	Mountain Standard Time
-7	-6	America/Inuvik	Mountain Standard Time
-7	-6	America/Mazatlan	Mountain Standard Time

## Attributes

Offset	DST	ID	Time Zone
-7	-6	America/Ojinaga	Mountain Standard Time
-7	-7	America/Phoenix	Mountain Standard Time
-7	-6	America/Shiprock	Mountain Standard Time
-7	-6	America/Yellowknife	Mountain Standard Time
-7	-6	Canada/Mountain	Mountain Standard Time
-7	-7	Etc/GMT+7	GMT-07:00
-7	-7	MST	Mountain Standard Time
-7	-6	MST7MDT	Mountain Standard Time
-7	-6	Mexico/BajaSur	Mountain Standard Time
-7	-6	Navajo	Mountain Standard Time
-7	-7	PNT	Mountain Standard Time
-7	-7	SystemV/MST7	Mountain Standard Time
-7	-6	SystemV/MST7MDT	Mountain Standard Time
-7	-7	US/Arizona	Mountain Standard Time
-7	-6	US/Mountain	Mountain Standard Time
-6	-6	America/Belize	Central Standard Time
-6	-5	America/Cancun	Central Standard Time
-6	-5	America/Chicago	Central Standard Time
-6	-6	America/Costa_Rica	Central Standard Time
-6	-6	America/El_Salvador	Central Standard Time
-6	-6	America/Guatemala	Central Standard Time
-6	-5	America/Indiana/Knox	Central Standard Time
-6	-5	America/Indiana/Tell_City	Central Standard Time
-6	-5	America/Knox_IN	Central Standard Time
-6	-6	America/Managua	Central Standard Time
-6	-5	America/Matamoros	Central Standard Time
-6	-5	America/Menominee	Central Standard Time
-6	-5	America/Merida	Central Standard Time
-6	-5	America/Mexico_City	Central Standard Time
-6	-5	America/Monterrey	Central Standard Time
-6	-5	America/North_Dakota/Center	Central Standard Time
-6	-5	America/North_Dakota/ New_Salem	Central Standard Time
-6	-5	America/Rainy_River	Central Standard Time
-6	-5	America/Rankin_Inlet	Central Standard Time
-6	-6	America/Regina	Central Standard Time

Offset	DST	ID	Time Zone
-6	-6	America/Swift_Current	Central Standard Time
-6	-6	America/Tegucigalpa	Central Standard Time
-6	-5	America/Winnipeg	Central Standard Time
-6	-5	CST	Central Standard Time
-6	-5	CST6CDT	Central Standard Time
-6	-5	Canada/Central	Central Standard Time
-6	-6	Canada/East-Saskatchewan	Central Standard Time
-6	-6	Canada/Saskatchewan	Central Standard Time
-6	-5	Chile/EasterIsland	Easter Is. Time
-6	-6	Etc/GMT+6	GMT-06:00
-6	-5	Mexico/General	Central Standard Time
-6	-5	Pacific/Easter	Easter Is. Time
-6	-6	Pacific/Galapagos	Galapagos Time
-6	-6	SystemV/CST6	Central Standard Time
-6	-5	SystemV/CST6CDT	Central Standard Time
-6	-5	US/Central	Central Standard Time
-6	-5	US/Indiana-Starke	Central Standard Time
-6	-5	America/Atikokan	Eastern Standard Time
-5	-5	America/Bogota	Colombia Time
-5	-5	America/Cayman	Eastern Standard Time
-5	-5	America/Coral_Harbour	Eastern Standard Time
-5	-4	America/Detroit	Eastern Standard Time
-5	-4	America/Fort_Wayne	Eastern Standard Time
-5	-4	America/Grand_Turk	Eastern Standard Time
-5	-5	America/Guayaquil	Ecuador Time
-5	-4	America/Havana	Cuba Standard Time
-5	-4	America/Indiana/Indianapolis	Eastern Standard Time
-5	-4	America/Indiana/Marengo	Eastern Standard Time
-5	-5	America/Indiana/Petersburg	Eastern Standard Time
-5	-4	America/Indiana/Vevay	Eastern Standard Time
-5	-5	America/Indiana/Vincennes	Eastern Standard Time
-5	-4	America/Indiana/Winamac	Eastern Standard Time
-5	-4	America/Indianapolis	Eastern Standard Time
-5	-4	America/Iqaluit	Eastern Standard Time
-5	-5	America/Jamaica	Eastern Standard Time
-5	-4	America/Kentucky/Louisville	Eastern Standard Time

## Attributes

Offset	DST	ID	Time Zone
-5	-4	America/Kentucky/Monticello	Eastern Standard Time
-5	-5	America/Lima	Peru Time
-5	-4	America/Louisville	Eastern Standard Time
-5	-4	America/Montreal	Eastern Standard Time
-5	-4	America/Nassau	Eastern Standard Time
-5	-4	America/New_York	Eastern Standard Time
-5	-4	America/Nipigon	Eastern Standard Time
-5	-5	America/Panama	Eastern Standard Time
-5	-4	America/Pangnirtung	Eastern Standard Time
-5	-5	America/Port-au-Prince	Eastern Standard Time
-5	-5	America/Resolute	Eastern Standard Time
-5	-4	America/Thunder_Bay	Eastern Standard Time
-5	-4	America/Toronto	Eastern Standard Time
-5	-4	Canada/Eastern	Eastern Standard Time
-5	-4	Cuba	Cuba Standard Time
-5	-5	EST	Eastern Standard Time
-5	-4	EST5EDT	Eastern Standard Time
-5	-5	Etc/GMT+5	GMT-05:00
-5	-4	IET	Eastern Standard Time
-5	-5	Jamaica	Eastern Standard Time
-5	-5	SystemV/EST5	Eastern Standard Time
-5	-4	SystemV/EST5EDT	Eastern Standard Time
-5	-4	US/East-Indiana	Eastern Standard Time
-5	-4	US/Eastern	Eastern Standard Time
-5	-4	US/Michigan	Eastern Standard Time
-4.5	-4	America/Caracas	Venezuela Time
-4	-4	America/Anguilla	Atlantic Standard Time
-4	-4	America/Antigua	Atlantic Standard Time
-4	-3	America/Argentina/San_Luis	Western Argentine Time
-4	-4	America/Aruba	Atlantic Standard Time
-4	-3	America/Asuncion	Paraguay Time
-4	-4	America/Barbados	Atlantic Standard Time
-4	-4	America/Blanc-Sablon	Atlantic Standard Time
-4	-4	America/Boa_Vista	Amazon Time
-4	-3	America/Campo_Grande	Amazon Time
-4	-3	America/Cuiaba	Amazon Time

Offset	DST	ID	Time Zone
-4	-4	America/Curacao	Atlantic Standard Time
-4	-4	America/Dominica	Atlantic Standard Time
-4	-5	America/Eirunepe	Amazon Time
-4	-3	America/Glace_Bay	Atlantic Standard Time
-4	-3	America/Goose_Bay	Atlantic Standard Time
-4	-4	America/Grenada	Atlantic Standard Time
-4	-4	America/Guadeloupe	Atlantic Standard Time
-4	-4	America/Guyana	Guyana Time
-4	-3	America/Halifax	Atlantic Standard Time
-4	-4	America/La_Paz	Bolivia Time
-4	-4	America/Manaus	Amazon Time
-4	-4	America/Marigot	Atlantic Standard Time
-4	-4	America/Martinique	Atlantic Standard Time
-4	-3	America/Moncton	Atlantic Standard Time
-4	-4	America/Montserrat	Atlantic Standard Time
-4	-4	America/Port_of_Spain	Atlantic Standard Time
-4	-5	America/Porto_Acre	Amazon Time
-4	-4	America/Porto_Velho	Amazon Time
-4	-4	America/Puerto_Rico	Atlantic Standard Time
-4	-5	America/Rio_Branco	Amazon Time
-4	-3	America/Santiago	Chile Time
-4	-4	America/Santo_Domingo	Atlantic Standard Time
-4	-4	America/St_Barthelemy	Atlantic Standard Time
-4	-4	America/St_Kitts	Atlantic Standard Time
-4	-4	America/St_Lucia	Atlantic Standard Time
-4	-4	America/St_Thomas	Atlantic Standard Time
-4	-4	America/St_Vincent	Atlantic Standard Time
-4	-3	America/Thule	Atlantic Standard Time
-4	-4	America/Tortola	Atlantic Standard Time
-4	-4	America/Virgin	Atlantic Standard Time
-4	-3	Antarctica/Palmer	Chile Time
-4	-3	Atlantic/Bermuda	Atlantic Standard Time
-4	-3	Atlantic/Stanley	Falkland Is. Time
-4	-5	Brazil/Acre	Amazon Time
-4	-4	Brazil/West	Amazon Time
-4	-3	Canada/Atlantic	Atlantic Standard Time

## Attributes

Offset	DST	ID	Time Zone
-4	-3	Chile/Continental	Chile Time
-4	-4	Etc/GMT+4	GMT-04:00
-4	-4	PRT	Atlantic Standard Time
-4	-4	SystemV/AST4	Atlantic Standard Time
-4	-3	SystemV/AST4ADT	Atlantic Standard Time
-3.5	-2.5	America/St_Johns	Newfoundland Standard Time
-3.5	-2.5	CNT	Newfoundland Standard Time
-3.5	-2.5	Canada/Newfoundland	Newfoundland Standard Time
-3	-3	AGT	Argentine Time
-3	-3	America/Araguaina	Brasilia Time
-3	-3	America/Argentina/ Buenos_Aires	Argentine Time
-3	-3	America/Argentina/Catamarca	Argentine Time
-3	-3	America/Argentina/ ComodRivadavia	Argentine Time
-3	-3	America/Argentina/Cordoba	Argentine Time
-3	-3	America/Argentina/Jujuy	Argentine Time
-3	-3	America/Argentina/La_Rioja	Argentine Time
-3	-3	America/Argentina/Mendoza	Argentine Time
-3	-3	America/Argentina/ Rio_Gallegos	Argentine Time
-3	-3	America/Argentina/Salta	Argentine Time
-3	-3	America/Argentina/San_Juan	Argentine Time
-3	-3	America/Argentina/Tucuman	Argentine Time
-3	-3	America/Argentina/Ushuaia	Argentine Time
-3	-3	America/Bahia	Brasilia Time
-3	-3	America/Belem	Brasilia Time
-3	-3	America/Buenos_Aires	Argentine Time
-3	-3	America/Catamarca	Argentine Time
-3	-3	America/Cayenne	French Guiana Time
-3	-3	America/Cordoba	Argentine Time
-3	-3	America/Fortaleza	Brasilia Time
-3	-2	America/Godthab	Western Greenland Time
-3	-3	America/Jujuy	Argentine Time
-3	-3	America/Maceio	Brasilia Time
-3	-3	America/Mendoza	Argentine Time
-3	-2	America/Miquelon	Pierre & Miquelon Standard Time

Offset	DST	ID	Time Zone
-3	-2	America/Montevideo	Uruguay Time
-3	-3	America/Paramaribo	Suriname Time
-3	-3	America/Recife	Brasilia Time
-3	-3	America/Rosario	Argentine Time
-3	-4	America/Santarem	Brasilia Time
-3	-2	America/Sao_Paulo	Brasilia Time
-3	-3	Antarctica/Rothera	Rothera Time
-3	-2	BET	Brasilia Time
-3	-2	Brazil/East	Brasilia Time
-3	-3	Etc/GMT+3	GMT-03:00
-2	-2	America/Noronha	Fernando de Noronha Time
-2	-2	Atlantic/South_Georgia	South Georgia Standard Time
-2	-2	Brazil/DeNoronha	Fernando de Noronha Time
-2	-2	Etc/GMT+2	GMT-02:00
-1	0	America/Scoresbysund	Eastern Greenland Time
-1	0	Atlantic/Azores	Azores Time
-1	-1	Atlantic/Cape_Verde	Cape Verde Time
-1	-1	Etc/GMT+1	GMT-01:00
0	0	Africa/Abidjan	Greenwich Mean Time
0	0	Africa/Accra	Ghana Mean Time
0	0	Africa/Bamako	Greenwich Mean Time
0	0	Africa/Banjul	Greenwich Mean Time
0	0	Africa/Bissau	Greenwich Mean Time
0	0	Africa/Casablanca	Western European Time
0	0	Africa/Conakry	Greenwich Mean Time
0	0	Africa/Dakar	Greenwich Mean Time
0	0	Africa/El_Aaiun	Western European Time
0	0	Africa/Freetown	Greenwich Mean Time
0	0	Africa/Lome	Greenwich Mean Time
0	0	Africa/Monrovia	Greenwich Mean Time
0	0	Africa/Nouakchott	Greenwich Mean Time
0	0	Africa/Ouagadougou	Greenwich Mean Time
0	0	Africa/Sao_Tome	Greenwich Mean Time
0	0	Africa/Timbuktu	Greenwich Mean Time
0	0	America/Danmarkshavn	Greenwich Mean Time
0	1	Atlantic/Canary	Western European Time

## Attributes

Offset	DST	ID	Time Zone
0	1	Atlantic/Faeroe	Western European Time
0	1	Atlantic/Faroe	Western European Time
0	1	Atlantic/Madeira	Western European Time
0	0	Atlantic/Reykjavik	Greenwich Mean Time
0	0	Atlantic/St_Helena	Greenwich Mean Time
0	1	Eire	Greenwich Mean Time
0	0	Etc/GMT	GMT+00:00
0	0	Etc/GMT+0	GMT+00:00
0	0	Etc/GMT-0	GMT+00:00
0	0	Etc/GMT0	GMT+00:00
0	0	Etc/Greenwich	Greenwich Mean Time
0	0	Etc/UCT	Coordinated Universal Time
0	0	Etc/UTC	Coordinated Universal Time
0	0	Etc/Universal	Coordinated Universal Time
0	0	Etc/Zulu	Coordinated Universal Time
0	1	Europe/Belfast	Greenwich Mean Time
0	1	Europe/Dublin	Greenwich Mean Time
0	1	Europe/Guernsey	Greenwich Mean Time
0	1	Europe/Isle_of_Man	Greenwich Mean Time
0	1	Europe/Jersey	Greenwich Mean Time
0	1	Europe/Lisbon	Western European Time
0	1	Europe/London	Greenwich Mean Time
0	1	GB	Greenwich Mean Time
0	1	GB-Eire	Greenwich Mean Time
0	0	GMT	Greenwich Mean Time
0	0	GMT0	GMT+00:00
0	0	Greenwich	Greenwich Mean Time
0	0	Iceland	Greenwich Mean Time
0	1	Portugal	Western European Time
0	0	UCT	Coordinated Universal Time
0	0	UTC	Coordinated Universal Time
0	0	Universal	Coordinated Universal Time
0	1	WET	Western European Time
0	0	Zulu	Coordinated Universal Time
1	1	Africa/Algiers	Central European Time
1	1	Africa/Bangui	Western African Time

Offset	DST	ID	Time Zone
1	1	Africa/Brazzaville	Western African Time
1	2	Africa/Ceuta	Central European Time
1	1	Africa/Douala	Western African Time
1	1	Africa/Kinshasa	Western African Time
1	1	Africa/Lagos	Western African Time
1	1	Africa/Libreville	Western African Time
1	1	Africa/Luanda	Western African Time
1	1	Africa/Malabo	Western African Time
1	1	Africa/Ndjamena	Western African Time
1	1	Africa/Niamey	Western African Time
1	1	Africa/Porto-Novo	Western African Time
1	2	Africa/Tunis	Central European Time
1	2	Africa/Windhoek	Western African Time
1	2	Arctic/Longyearbyen	Central European Time
1	2	Atlantic/Jan_Mayen	Central European Time
1	2	CET	Central European Time
1	2	ECT	Central European Time
1	1	Etc/GMT-1	GMT+01:00
1	2	Europe/Amsterdam	Central European Time
1	2	Europe/Andorra	Central European Time
1	2	Europe/Belgrade	Central European Time
1	2	Europe/Berlin	Central European Time
1	2	Europe/Bratislava	Central European Time
1	2	Europe/Brussels	Central European Time
1	2	Europe/Budapest	Central European Time
1	2	Europe/Copenhagen	Central European Time
1	2	Europe/Gibraltar	Central European Time
1	2	Europe/Ljubljana	Central European Time
1	2	Europe/Luxembourg	Central European Time
1	2	Europe/Madrid	Central European Time
1	2	Europe/Malta	Central European Time
1	2	Europe/Monaco	Central European Time
1	2	Europe/Oslo	Central European Time
1	2	Europe/Paris	Central European Time
1	2	Europe/Podgorica	Central European Time
1	2	Europe/Prague	Central European Time

## Attributes

Offset	DST	ID	Time Zone
1	2	Europe/Rome	Central European Time
1	2	Europe/San_Marino	Central European Time
1	2	Europe/Sarajevo	Central European Time
1	2	Europe/Skopje	Central European Time
1	2	Europe/Stockholm	Central European Time
1	2	Europe/Tirane	Central European Time
1	2	Europe/Vaduz	Central European Time
1	2	Europe/Vatican	Central European Time
1	2	Europe/Vienna	Central European Time
1	2	Europe/Warsaw	Central European Time
1	2	Europe/Zagreb	Central European Time
1	2	Europe/Zurich	Central European Time
1	2	MET	Middle Europe Time
1	2	Poland	Central European Time
2	3	ART	Eastern European Time
2	2	Africa/Blantyre	Central African Time
2	2	Africa/Bujumbura	Central African Time
2	3	Africa/Cairo	Eastern European Time
2	2	Africa/Gaborone	Central African Time
2	2	Africa/Harare	Central African Time
2	2	Africa/Johannesburg	South Africa Standard Time
2	2	Africa/Lubumbashi	Central African Time
2	2	Africa/Lusaka	Central African Time
2	2	Africa/Maputo	Central African Time
2	2	Africa/Maseru	South Africa Standard Time
2	2	Africa/Mbabane	South Africa Standard Time
2	2	Africa/Tripoli	Eastern European Time
2	3	Asia/Amman	Eastern European Time
2	3	Asia/Beirut	Eastern European Time
2	3	Asia/Damascus	Eastern European Time
2	3	Asia/Gaza	Eastern European Time
2	3	Asia/Istanbul	Eastern European Time
2	3	Asia/Jerusalem	Israel Standard Time
2	3	Asia/Nicosia	Eastern European Time
2	3	Asia/Tel_Aviv	Israel Standard Time
2	2	CAT	Central African Time

Offset	DST	ID	Time Zone
2	3	EET	Eastern European Time
2	3	Egypt	Eastern European Time
2	2	Etc/GMT-2	GMT+02:00
2	3	Europe/Athens	Eastern European Time
2	3	Europe/Bucharest	Eastern European Time
2	3	Europe/Chisinau	Eastern European Time
2	3	Europe/Helsinki	Eastern European Time
2	3	Europe/Istanbul	Eastern European Time
2	3	Europe/Kaliningrad	Eastern European Time
2	3	Europe/Kiev	Eastern European Time
2	3	Europe/Mariehamn	Eastern European Time
2	3	Europe/Minsk	Eastern European Time
2	3	Europe/Nicosia	Eastern European Time
2	3	Europe/Riga	Eastern European Time
2	3	Europe/Simferopol	Eastern European Time
2	3	Europe/Sofia	Eastern European Time
2	3	Europe/Tallinn	Eastern European Time
2	3	Europe/Tiraspol	Eastern European Time
2	3	Europe/Uzhgorod	Eastern European Time
2	3	Europe/Vilnius	Eastern European Time
2	3	Europe/Zaporozhye	Eastern European Time
2	3	Israel	Israel Standard Time
2	2	Libya	Eastern European Time
2	3	Turkey	Eastern European Time
3	3	Africa/Addis_Ababa	Eastern African Time
3	3	Africa/Asmara	Eastern African Time
3	3	Africa/Asmera	Eastern African Time
3	3	Africa/Dar_es_Salaam	Eastern African Time
3	3	Africa/Djibouti	Eastern African Time
3	3	Africa/Kampala	Eastern African Time
3	3	Africa/Khartoum	Eastern African Time
3	3	Africa/Mogadishu	Eastern African Time
3	3	Africa/Nairobi	Eastern African Time
3	3	Antarctica/Syowa	Syowa Time
3	3	Asia/Aden	Arabia Standard Time
3	4	Asia/Baghdad	Arabia Standard Time

## Attributes

Offset	DST	ID	Time Zone
3	3	Asia/Bahrain	Arabia Standard Time
3	3	Asia/Kuwait	Arabia Standard Time
3	3	Asia/Qatar	Arabia Standard Time
3	3	Asia/Riyadh	Arabia Standard Time
3	3	EAT	Eastern African Time
3	3	Etc/GMT-3	GMT+03:00
3	4	Europe/Moscow	Moscow Standard Time
3	5	Europe/Samara	Samara Time
3	4	Europe/Volgograd	Volgograd Time
3	3	Indian/Antananarivo	Eastern African Time
3	3	Indian/Comoro	Eastern African Time
3	3	Indian/Mayotte	Eastern African Time
3	4	W-SU	Moscow Standard Time
3.117777778	3.117777778	Asia/Riyadh87	GMT+03:07
3.117777778	3.117777778	Asia/Riyadh88	GMT+03:07
3.117777778	3.117777778	Asia/Riyadh89	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh87	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh88	GMT+03:07
3.117777778	3.117777778	Mideast/Riyadh89	GMT+03:07
3.5	3.5	Asia/Tehran	Iran Standard Time
3.5	3.5	Iran	Iran Standard Time
4	5	Asia/Baku	Azerbaijan Time
4	4	Asia/Dubai	Gulf Standard Time
4	4	Asia/Muscat	Gulf Standard Time
4	4	Asia/Tbilisi	Georgia Time
4	5	Asia/Yerevan	Armenia Time
4	4	Etc/GMT-4	GMT+04:00
4	4	Indian/Mahe	Seychelles Time
4	4	Indian/Mauritius	Mauritius Time
4	4	Indian/Reunion	Reunion Time
4	5	NET	Armenia Time
4.5	4.5	Asia/Kabul	Afghanistan Time
5	6	Antarctica/Mawson	Mawson Time
5	5	Asia/Aqttau	Aqttau Time
5	5	Asia/Aqtobe	Aqtobe Time
5	5	Asia/Ashgabat	Turkmenistan Time

Offset	DST	ID	Time Zone
5	5	Asia/Ashkhabad	Turkmenistan Time
5	5	Asia/Dushanbe	Tajikistan Time
5	5	Asia/Karachi	Pakistan Time
5	5	Asia/Oral	Oral Time
5	5	Asia/Samarkand	Uzbekistan Time
5	5	Asia/Tashkent	Uzbekistan Time
5	6	Asia/Yekaterinburg	Yekaterinburg Time
5	5	Etc/GMT-5	GMT+05:00
5	5	Indian/Kerguelen	French Southern & Antarctic Lands Time
5	5	Indian/Maldives	Maldives Time
5	5	PLT	Pakistan Time
5.5	5.5	Asia/Calcutta	India Standard Time
5.5	5.5	Asia/Colombo	India Standard Time
5.5	5.5	Asia/Kolkata	India Standard Time
5.5	5.5	IST	India Standard Time
5.75	5.75	Asia/Kathmandu	Nepal Time
5.75	5.75	Asia/Katmandu	Nepal Time
6	6	Antarctica/Vostok	Vostok Time
6	6	Asia/Almaty	Alma-Ata Time
6	6	Asia/Bishkek	Kirgizstan Time
6	6	Asia/Dacca	Bangladesh Time
6	6	Asia/Dhaka	Bangladesh Time
6	8	Asia/Novokuznetsk	Novosibirsk Time
6	7	Asia/Novosibirsk	Novosibirsk Time
6	7	Asia/Omsk	Omsk Time
6	6	Asia/Qyzylorda	Qyzylorda Time
6	6	Asia/Thimbu	Bhutan Time
6	6	Asia/Thimphu	Bhutan Time
6	6	BST	Bangladesh Time
6	6	Etc/GMT-6	GMT+06:00
6	6	Indian/Chagos	Indian Ocean Territory Time
6.5	6.5	Asia/Rangoon	Myanmar Time
6.5	6.5	Indian/Cocos	Cocos Islands Time
7	7	Antarctica/Davis	Davis Time
7	7	Asia/Bangkok	Indochina Time

## Attributes

Offset	DST	ID	Time Zone
7	7	Asia/Ho_Chi_Minh	Indochina Time
7	7	Asia/Hovd	Hovd Time
7	7	Asia/Jakarta	West Indonesia Time
7	8	Asia/Krasnoyarsk	Krasnoyarsk Time
7	7	Asia/Phnom_Penh	Indochina Time
7	7	Asia/Pontianak	West Indonesia Time
7	7	Asia/Saigon	Indochina Time
7	7	Asia/Vientiane	Indochina Time
7	7	Etc/GMT-7	GMT+07:00
7	7	Indian/Christmas	Christmas Island Time
7	7	VST	Indochina Time
8	8	Antarctica/Casey	Western Standard Time (Australia)
8	8	Asia/Brunei	Brunei Time
8	9	Asia/Choibalsan	Choibalsan Time
8	8	Asia/Chongqing	China Standard Time
8	8	Asia/Chungking	China Standard Time
8	8	Asia/Harbin	China Standard Time
8	8	Asia/Hong_Kong	Hong Kong Time
8	9	Asia/Irkutsk	Irkutsk Time
8	8	Asia/Kashgar	China Standard Time
8	8	Asia/Kuala_Lumpur	Malaysia Time
8	8	Asia/Kuching	Malaysia Time
8	8	Asia/Macao	China Standard Time
8	8	Asia/Macau	China Standard Time
8	8	Asia/Makassar	Central Indonesia Time
8	8	Asia/Manila	Philippines Time
8	8	Asia/Shanghai	China Standard Time
8	8	Asia/Singapore	Singapore Time
8	8	Asia/Taipei	China Standard Time
8	8	Asia/Ujung_Pandang	Central Indonesia Time
8	8	Asia/Ulaanbaatar	Ulaanbaatar Time
8	8	Asia/Ulan_Bator	Ulaanbaatar Time
8	8	Asia/Urumqi	China Standard Time
8	9	Australia/Perth	Western Standard Time (Australia)
8	9	Australia/West	Western Standard Time (Australia)
8	8	CTT	China Standard Time

Offset	DST	ID	Time Zone
8	8	Etc/GMT-8	GMT+08:00
8	8	Hongkong	Hong Kong Time
8	8	PRC	China Standard Time
8	8	Singapore	Singapore Time
8.75	9.75	Australia/Eucla	Central Western Standard Time (Australia)
9	9	Asia/Dili	Timor-Leste Time
9	9	Asia/Jayapura	East Indonesia Time
9	9	Asia/Pyongyang	Korea Standard Time
9	9	Asia/Seoul	Korea Standard Time
9	9	Asia/Tokyo	Japan Standard Time
9	10	Asia/Yakutsk	Yakutsk Time
9	9	Etc/GMT-9	GMT+09:00
9	9	JST	Japan Standard Time
9	9	Japan	Japan Standard Time
9	9	Pacific/Palau	Palau Time
9	9	ROK	Korea Standard Time
9.5	9.5	ACT	Central Standard Time (Northern Territory)
9.5	10.5	Australia/Adelaide	Central Standard Time (South Australia)
9.5	10.5	Australia/Broken_Hill	Central Standard Time (South Australia/New South Wales)
9.5	9.5	Australia/Darwin	Central Standard Time (Northern Territory)
9.5	9.5	Australia/North	Central Standard Time (Northern Territory)
9.5	10.5	Australia/South	Central Standard Time (South Australia)
9.5	10.5	Australia/Yancowinna	Central Standard Time (South Australia/New South Wales)
10	11	AET	Eastern Standard Time (New South Wales)
10	10	Antarctica/DumontD'Urville	Dumont-d'Urville Time
10	11	Asia/Sakhalin	Sakhalin Time
10	11	Asia/Vladivostok	Vladivostok Time
10	11	Australia/ACT	Eastern Standard Time (New South Wales)

## Attributes

Offset	DST	ID	Time Zone
10	10	Australia/Brisbane	Eastern Standard Time (Queensland)
10	11	Australia/Canberra	Eastern Standard Time (New South Wales)
10	11	Australia/Currie	Eastern Standard Time (New South Wales)
10	11	Australia/Hobart	Eastern Standard Time (Tasmania)
10	10	Australia/Lindeman	Eastern Standard Time (Queensland)
10	11	Australia/Melbourne	Eastern Standard Time (Victoria)
10	11	Australia/NSW	Eastern Standard Time (New South Wales)
10	10	Australia/Queensland	Eastern Standard Time (Queensland)
10	11	Australia/Sydney	Eastern Standard Time (New South Wales)
10	11	Australia/Tasmania	Eastern Standard Time (Tasmania)
10	11	Australia/Victoria	Eastern Standard Time (Victoria)
10	10	Etc/GMT-10	GMT+10:00
10	10	Pacific/Guam	Chamorro Standard Time
10	10	Pacific/Port_Moresby	Papua New Guinea Time
10	10	Pacific/Saipan	Chamorro Standard Time
10	10	Pacific/Truk	Truk Time
10	10	Pacific/Yap	Truk Time
10.5	11	Australia/LHI	Lord Howe Standard Time
10.5	11	Australia/Lord_Howe	Lord Howe Standard Time
11	10	Antarctica/Macquarie	Macquarie Island Time
11	13	Asia/Anadyr	Anadyr Time
11	13	Asia/Kamchatka	Petropavlovsk-Kamchatski Time
11	12	Asia/Magadan	Magadan Time
11	11	Etc/GMT-11	GMT+11:00
11	11	Pacific/Efate	Vanuatu Time
11	11	Pacific/Guadalcanal	Solomon Is. Time
11	11	Pacific/Kosrae	Kosrae Time
11	11	Pacific/Noumea	New Caledonia Time
11	11	Pacific/Ponape	Ponape Time








Offset	DST	ID	Time Zone
11	11	SST	Solomon Is. Time
11.5	11.5	Pacific/Norfolk	Norfolk Time
12	13	Antarctica/McMurdo	New Zealand Standard Time
12	13	Antarctica/South_Pole	New Zealand Standard Time
12	12	Etc/GMT-12	GMT+12:00
12	12	Kwajalein	Marshall Islands Time
12	13	NST	New Zealand Standard Time
12	13	NZ	New Zealand Standard Time
12	13	Pacific/Auckland	New Zealand Standard Time
12	12	Pacific/Fiji	Fiji Time
12	12	Pacific/Funafuti	Tuvalu Time
12	12	Pacific/Kwajalein	Marshall Islands Time
12	12	Pacific/Majuro	Marshall Islands Time
12	12	Pacific/Nauru	Nauru Time
12	12	Pacific/Tarawa	Gilbert Is. Time
12	12	Pacific/Wake	Wake Time
12	12	Pacific/Wallis	Wallis & Futuna Time
12.75	13.75	NZ-CHAT	Chatham Standard Time
12.75	13.75	Pacific/Chatham	Chatham Standard Time
13	13	Etc/GMT-13	GMT+13:00
13	13	Pacific/Enderbury	Phoenix Is. Time
13	13	Pacific/Tongatapu	Tonga Time
14	14	Etc/GMT-14	GMT+14:00
14	14	Pacific/Kiritimati	Line Is. Time

# Chapter 17: Do Not Call Lists

## Do Not Call lists

This page displays the Do Not Call lists (DNC lists). If multi-tenancy is disabled, a common DNC list is available for the administrator or non-org user. When multi-tenancy is enabled then, POM automatically creates a separate DNC list for each organization. Depending on the user's organization and role, you can manage the org DNC list

For example, if a user belonging to HR organization logs in, then the user can manage the DNC list belonging to the HR organization. Also, an org user is able to view contents of common DNC list.


Field or Button	Description
<b>DNC List Name</b>	Displays the DNC list name.
<b>Total Addresses</b>	Displays the total number of addresses in the given DNC list.
<b>Last Updated</b>	Displays the timestamp on which the DNC list was updated.
<b>Actions</b>	<p>You can:</p> <ul style="list-style-type: none"> <li>Click  to add DNC addresses in bulk. At a time you can add maximum 20 addresses.</li> <li>Click  to run the DNC import immediately.</li> </ul> <p> <b>Tip:</b></p> <p>In Progress means import job can be in any one of the states - Queued, Running, Error Occurred, File Copying, Pausing, Paused, Stopping, Waiting To Resume. The Total addresses count is updated after the completion of the import activity.</p> <ul style="list-style-type: none"> <li>Click  to view all addresses.</li> <li>Click to  manage the DNC data sources for the given DNC list.</li> <li>Click to  empty the DNC list.</li> <li>Click to  view the registered DNC contacts.</li> </ul>
<b>Refresh</b>	Use to refresh the page.

## Add multiple DNC addresses

Use this page to add multiple DNC addresses. You can add a maximum of 20 addresses at a time. When you add a phone number, the country specific phone formats, and the rejection patterns are applicable.

**\* Note:**

When you add the phone number as a DNC address, ensure you add it with the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

Field or Button	Description
<b>DNC Addresses</b>	Use the text box to enter the DNC address to add in the DNC list.
<b>Actions</b>	Click  to delete the address or text box.
<b>Add more rows</b>	Use the text box to enter the number of rows to add. You can enter 5 addresses by default. To add more, then enter a number in the range of 1–15 to add more rows to the table. At a time , you cannot add more than 20 addresses.
<b>Save</b>	Use this to apply the validations and save the DNC addresses permanently to the DNC list.






## Run DNC data source page field descriptions

This page lists all data sources configured for a given DNC list which are not in the running state.

Field or Button	Description
<b>Selection Box</b>	Use the selection box to select all configured data sources for the given DNC list.
<b>DNC Data Source Name</b>	Lists the names of all configured data sources for the given DNC list
<b>Type</b>	List the types of the DNC data sources. The types can be: Add DNC File- Local, Add DNC File- FTP, Add DNC File- SFTP, Remove DNC File- Local, Remove DNC File- FTP, Remove DNC File- SFTP.
<b>Last Executed</b>	Displays the timestamp when the given data source was run for importing the DNC addresses.
<b>Run Now</b>	Click to run the selected data source immediately.

## DNC list details page field descriptions

Use this page to view all addresses added in the DNC list. You can also filter the records based on either the email address or the phone number.


Field or Button	Description
<b>DNC Filter</b>	
<b>Showing Details For</b>	Displays the name of the DNC list for which the records are displayed.
<b>Enter DNC address</b>	Use to specify the complete DNC addresses to search.
<b>Search</b>	Click to filter the records based on the criteria given in the <b>Enter DNC address</b> field.
<b>Clear Search</b>	Use to clear the search output and then display the entire list contents.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages in the DNC list.
<b>Go To Page</b>	Use the text box to specify a particular page you want to navigate.
<b>Go</b>	Use to navigate to the specified page number.
	Use to go to the first page.
	Use to go to the previous page.
	Use to go to the next page.
	Use to go to the last page.
<b>DNC Address</b>	Displays the phone number or the email address.
<b>DNC Addresses Added On</b>	Displays the timestamp on which the address is added to the DNC list.
<b>Actions</b>	Use the  icon to delete the record.
<b>Add DNC</b>	Click to add a DNC address to the list.

## Add address to DNC page field descriptions

Use this page to add an address to the DNC list. You can enter the phone number or the email address.

**\* Note:**




When you add the phone number as a DNC address, ensure you enter the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

Field or Button	Description
<b>Destination Phone/Email</b>	Use to specify the phone number or the email address.
<b>Add</b>	Click to add the address to the DNC list.  <b>* Note:</b> You must click <b>Save</b> to permanently add the DNC address to the list.
<b>Address list</b>	Lists all DNC addresses to be added to the list.
<b>Actions</b>	Click  to delete the address.
<b>Save</b>	Use to save the addresses.

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## Manage DNC list data sources page field descriptions

This page displays the list of the DNC data sources. Depending on your user role, you can add, change, delete, run, schedule, and view the details of the DNC data source. The page also displays the name of the DNC list for which the data sources are listed.

Field or Button	Description
<b>Data Source Name</b>	Displays the DNC data source name.
<b>Type</b>	Displays import type of the data source. The import type can be: Add DNC File- Local, Add DNC File- FTP, Add DNC File- SFTP, Remove DNC File- Local, Remove DNC File- FTP, Remove DNC File- SFTP.
<b>Last Executed</b>	Displays the timestamp when the data source was last executed.
<b>Actions</b>	Click  to view the details of the selected data source.  Click  to schedule the data source import.  Click  to delete the selected data source.
<b>Add DNC Data Source</b>	Use to add a new DNC data source.

## Import DNC data source information page field descriptions

Use this page to view the summary information of the selected DNC data source.






**\* Note:**

If you pause an active DNC import and change the filename or location, and resume the import, POM does not fetch records from the new file, but continues with imports from the old file. You must save the changes to take effect. Hence the summary shows old information. Changes in summary information reflects from next run of import.

Field or Button	Description
<b>Import DNC Data Source Information</b>	
<b>Data Source Name</b>	Displays the name of the data source.
<b>Data Source Description</b>	Displays the DNC data source description.
<b>Type</b>	Displays the DNC data source type.
<b>Local Path on POM server</b>	Displays the path of the DNC data source on the POM server.
You see the following fields if the DNC data source type is FTP or SFTP:	
<b>Secured</b>	Displays the connection is secured or not. If the contact data source type is FTP, secured is always displayed as No.
<b>FTP/SFTP Host Name</b>	Host name or IP address of the FTP/SFTP server.
<b>User Name</b>	Displays the user name you specify to connect to the server.
<b>Remote Path</b>	Displays the path of the file.
<b>Check DNC phone address for reject pattern</b>	If set to True, then the global and country specific rejection patterns are applied and if the pattern matches, the phone number is not added or removed from the DNC list.
<b>Check DNC phone address for phone format rule</b>	If set to True, then the country specific format rules are applied and if the length does not match, the phone number is not added or removed from the DNC list.
<b>OK</b>	Use to accept the summary information and then returns to the Manage DNC List Data Sources page.


## Manage DNC import data source schedules page field descriptions

Use this page to create, delete, pause, resume, and list the schedules of the DNC data source.

Field or Button	Description
<b>Data Source Name</b>	Displays the DNC data source name.
<b>Type</b>	Displays the DNC data source type.
<p> <b>Note:</b></p> <p>You see following fields if you have at least one schedule created.</p>	
<b>Schedule Id</b>	Displays the schedule ID.
<b>Frequency</b>	Displays the frequency of the DNC import.
<b>Start Time</b>	Displays the start time of the DNC import.
<b>End Time</b>	Displays the end time of the DNC import.
<b>Actions</b>	<p>Click  to pause the DNC import.</p> <p> <b>Note:</b></p> <p>If you have any DNC data source in running, paused or error state then you cannot run another instance of the same DNC data source.</p> <p>Click  to resume the DNC import.</p> <p>Click  to delete the schedule.</p>
<b>Add</b>	Use to add a schedule for DNC import.

## Schedule creation page field descriptions

Use this page to create a Recurring or Run Once schedule for the selected DNC data source.

Field or Button	Description
<b>Start Date &amp; Time</b>	
<b>Date</b>	Use the given drop-down list or you can click  to specify the start date for the scheduled import.
<b>Time</b>	Use the text boxes to enter the start time for the schedule.
<b>Time Zone</b>	Use the drop-down list to specify the time zone for the schedule.
<b>Recurrence</b>	



## Do Not Call Lists

Field or Button	Description
<b>Recurring</b>	<p>Use the selection box to create a recurring schedule. Six frequencies are available for recurring schedules.</p> <ul style="list-style-type: none"> <li>• <b>Run Every N Minutes:</b> This option creates a job for the contact data source every N specified minutes. For example if you specify 15 then it creates jobs every 15 minutes. So if first job starts at 2000 hours then the second starts at 2015 hours and so on until the finish date.</li> <li>• <b>Daily:</b> This option creates a job daily at the start time you mention during scheduling and continues until the finish date.</li> <li>• <b>Weekdays only:</b> This option creates a job on all days of the week except the weekend days that you mention in the <b>POM Home &gt; Configurations &gt; Global Configurations &gt; Weekend days</b> field.</li> <li>• <b>Weekly:</b> This option creates jobs on selected days in a week. For example, if you select Wednesday, then the weekly jobs are created on Wednesday at the start time mentioned during schedule and so on until the finish date.</li> <li>• <b>Monthly:</b> This option creates the jobs monthly depending on the start date until the finish date.</li> <li>• <b>Yearly :</b> This option creates the jobs yearly depending on the start date until the finish date.</li> </ul>
The following field is available only if you check the <b>Recurring</b> selection box.	
<b>Finish Date</b>	Use to specify the finish date for the schedule. You can use the drop-down list to select the month or click the date picker.
<b>Time</b>	Use to specify the finish time for the schedule.
<b>Create</b>	Click to create the schedule.

## Add DNC data source page field descriptions

Use this page to specify basic information about DNC data source such as name, description, and file properties.


Field or Button	Description
<b>Import DNC Data Source Information</b>	
<b>DNC data source Name</b>	A unique identifier for the DNC data source.
<b>DNC data source Description</b>	A brief description of the DNC data source.
<b>What to Do</b>	<p>Use the option button to select:</p> <ul style="list-style-type: none"> <li>• <b>Add Address:</b> The phone numbers and or the email addresses are added to the DNC list.</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• <b>Remove Address:</b> The phone numbers and or the email addresses are removed from the DNC list.</li> </ul>
<b>DNC File Location Type</b>	<p>Use the option button to select:</p> <ul style="list-style-type: none"> <li>• Use <b>Local File</b> import</li> <li>• Use <b>FTP/SFTP File</b> import</li> </ul>
<b>DNC File Details</b>	<p>The field details are different depending on your selection in the <b>DNC File Location Type</b> field.</p> <ul style="list-style-type: none"> <li>• Select <b>Local File</b> import if the source file is located on the local machine. You must mention the <b>Local path on the POM server</b> as the path from where the file uploads.</li> </ul> <p> <b>Note:</b></p> <p>You can import .csv files having either ANSI or UTF-8 encoding.</p> <ul style="list-style-type: none"> <li>• Select to import using the File Transfer Protocol or Secure File Transfer Protocol. Specify the following parameters: <ul style="list-style-type: none"> <li>- <b>Secured:</b> Use this check box to use a secure file transfer protocol for import.</li> <li>- <b>FTP/SFTP Host name:</b> Specify the host name or IP address of the FTP/ SFTP server.</li> <li>- <b>User Name:</b> Specify the user name to connect to the FTP/SFTP server.</li> <li>- <b>Password:</b> Specify the password to connect to the FTP/SFTP server.</li> <li>- <b>Remote Path:</b> Specify the remote location of the file.</li> </ul> </li> </ul> <p> <b>Note:</b></p> <p>You cannot connect to the FTP server through a proxy server.</p>
<b>Advanced Options</b>	
<b>Check DNC phone address for reject pattern</b>	If selected, then the global and country specific rejection patterns are applied and if the pattern matches, the phone number is not added or removed from the DNC list.
<b>Check DNC phone address for phone format rule</b>	"If selected, the n the country specific format rules are applied and if the length does not match, the phone number is not added or removed from the DNC list.
<b>Add</b>	Saves the DNC data source for the selected DNC list.

If the POM database restarts during an import, you might lose some data.

## Adding DNC data source

### Procedure

1. In the left pane, select **POM >POM Home**.
2. From the drop-down menu, select **Contacts > DNC Lists**.
3. Click  to open the Manage DNC List Data Sources page.
4. Click **Add DNC Data Source**.
5. Specify the **Data Source Name** and **Data Source Description**.
6. Use the option button to specify to **Add Address** or **Remove Address**.
7. Specify to import the data using **Local File Import** or **FTP/SFTP**.

If you select **Local File Import**, specify the local path on the POM server.

Also, if you select **FTP/SFTP**, specify to use the **Secured** transfer, the **FTP/SFTP Host Name**, the **User Name**, the **Password**, and the **Remote Path**.

 **Note:**

You can upload contacts from files having either ANSI or UTF-8 format.

8. Use the **Check DNC phone address for reject pattern** and **Check DNC phone address for phone format rules** selection boxes to apply the validations to the phone numbers.
9. Click **Add** to add the DNC data source.

The system displays the

New DNC Data Source Added Successfully  
message.

10. Click **OK** to return to the Manage DNC List Data Sources page.



## Edit DNC data source information page field descriptions

Use this page to edit the DNC data source.

 **Note:**

You can edit the file location, FTP/SFTP related information, and user name and the password for paused jobs. The changes are effective only for new import jobs that you run after saving the changes. The existing paused or active jobs run with the old values.

Field or Button	Description
<b>Import DNC Data Source Information:</b>	You can see the following listed fields for all types of import. The first three fields are common across all imports. Additional fields might vary depending on the import type you chose.

Field or Button	Description
<b>DNC Data Source Name</b>	Displays the name of the DNC data source. You cannot edit the name.
<b>DNC Data Source Description</b>	Use to edit the DNC data source description.
<b>Check DNC phone addresses for reject pattern</b>	Use the selection box to apply the reject patterns on the phone numbers
<b>Check DNC phone addresses for phone format rule</b>	Use the selection box to check the phone numbers for phone format rules.
<p> <b>Note:</b> If you chose import by FTP/SFTP, you see the following listed fields:</p>	
<b>Secured</b>	Use the selection check box to use a secured DNC import.
<b>FTP/SFTP Host Name</b>	Use to specify the host name or IP address of the FTP/SFTP server.
<b>User name</b>	Use to specify the user name to connect to the FTP/SFTP server.
<b>Password</b>	Use to specify the password to connect to the FTP/SFTP server.
<b>Remote Path</b>	Use to specify the path of the .csv file on the FTP/SFTP server.
<p> <b>Note:</b> If you chose import by local file, you see the following listed fields:</p>	
<b>Local path on POM server (including file name)</b>	Use to specify the path of the file on the POM server.
<b>Save</b>	Use to make the changes permanent.



## Add address to DNC page field descriptions

Use this page to add an address to the DNC list. You can enter the phone number or the email address.

 **Note:**

When you add the phone number as a DNC address, ensure you enter the country code, country code separator, and the phone number. If you do not add the country code, POM uses the default country code specified in the global configuration for applying phone format, and the rejection patterns.

## Do Not Call Lists




Field or Button	Description
<b>Destination Phone/Email</b>	Use to specify the phone number or the email address.
<b>Add</b>	Click to add the address to the DNC list.   <b>Note:</b> You must click <b>Save</b> to permanently add the DNC address to the list.
<b>Address list</b>	Lists all DNC addresses to be added to the list.
<b>Actions</b>	Click  to delete the address.
<b>Save</b>	Use to save the addresses.

## DNC registered contact details page field descriptions



Use this page to view the contact record details matching with the current DNC list addresses.

 **Note:**

For a given DNC address, if you enter more than one phone number, email address or both for the same contact record in the DNC list, the contact record is listed multiple times in the list. For example, if a DNC list has information for phone1, phone 2, and email address for the same contact record, the record details are listed three times in the list.

Field or Button	Description
<b>DNC Filter</b>	
<b>Showing Contact Details For</b>	Displays the name of the DNC list for which the records are displayed.
<b>Enter DNC address</b>	Use to filter the records depending on the phone number or the email address you enter.
<b>Search</b>	Click to filter the records based on the criteria given in the <b>Enter DNC address field</b> .
<b>Clear Search</b>	Use to clear the search output and display the entire list contents.
<b>Page Number</b>	Displays the current page number.
<b>Total Pages</b>	Displays the total number of pages required to list all DNC addresses.
	Use to go to the first page.
	Use to go to the previous page.
	Use to go to the next page.

## DNC registered contact details page field descriptions

Field or Button	Description
	Use to go to the last page.
<b>User Contact Id</b>	Displays the user identification number for the contact record.
<b>First Name</b>	Displays the first name of the record.
<b>Last Name</b>	Displays the last name of the record.
<b>DNC Address</b>	Displays the email address of the record.
<b>Contact List Name</b>	Displays the name of the contact list to which the record belongs.
<b>DNC Address Added On</b>	Displays the timestamp when the address was added to the DNC list.
<b>Actions</b>	Click  to delete the record from the DNC list.

# Chapter 18: POM servers

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## About POM server

The POM server consists of core POM components required to execute call, email, and SMS campaigns and to communicate with the external SMS service providers and various POM Web services. You can install the POM server on primary EPM or auxiliary EPM servers. If you install the POM server on more than one system, the POM server supports high availability and failover capabilities.

The POM components are:

### Campaign Director

Campaign Director is a Linux service responsible for triggering campaigns and the data imports at scheduled date and time. Campaign Director is also responsible for pausing and resuming campaigns based on user action and terminating campaigns if their finish criteria is specified. If you install POM as a multiple server configuration, only one campaign director is in active state and the others are in dormant state. For a multiple server configuration, the campaign director assigns the contacts to be processed for any campaign across POM servers. Campaign Director also redistributes load for failures.

### Campaign Manager

Linux service is the core campaign engine and is used for parsing a campaign strategy, making voice calls, and sending SMS or email messages. For making outbound calls and sending SMS or email messages, Campaign Manager interfaces with one or more EPM servers.

If you configure multiple EPM servers, the Campaign Manager uses all servers in a synchronized manner, thus using all media resources available for load balancing and failover.

If you install POM as a multiple server configuration, the Campaign Manager service runs on all POM servers. When you run a campaign, each Campaign Manager processes the contacts allocated to the campaign by the Campaign Director. When you run a campaign, each Campaign Manager processes the contacts allocated to it by the Campaign Director.

### Agent Manager

Agent Manager is a Linux service that is installed with the POM server and is the core module that is required to manage and run paced campaigns. You can either have time-based or skill-based pacing for call, email, and SMS types of campaigns.



### POM Web services

Web services are installed as part of POM server and are accessed from the Avaya Aura® Orchestration Designer applications. POM PDC uses Web services to interface with POM. You can

use the Web services to access various contact attributes to play personalized prompts or make certain decisions in the Avaya Aura® Orchestration Designer application flow.

## POM servers page field descriptions


Use this page to view the existing POM servers. You can also use this page to add a POM server, change, or delete an existing POM server.

Field or Button	Description
Selection check box	Use this selection check box to select the POM servers to delete.
<b>POM Server Name</b>	A unique identifier for the POM server.
<b>Host Address</b>	<p>The IP address or the host name of the POM server.</p> <p> <b>Note:</b> Enter the IP address in the specified format of xxx.xxx.xxx.xxx.</p>
<b>Trace Levels</b>	<p>The default POM trace levels can be used for monitoring.</p> <p>The options are:</p> <ul style="list-style-type: none"> <li>• Use POM Settings: The POM server uses the default trace settings specified on the POM Settings page. Using these settings, you can specify the trace levels for all POM servers.</li> <li>• Custom: The POM server uses the trace settings for the specific POM server. To view these settings, select a POM server from <b>POM Server Name</b>.</li> </ul>
<b>Add</b>	Opens the Add POM server page.
<b>Delete</b>	<p>Deletes the selected POM server. You can select POM servers using the check box next to the POM server name.</p> <p> <b>Note:</b> You cannot delete a POM server if the server is not in the STOPPED state.</p>
<b>POM Settings</b>	Opens the POM Settings page and you can change the global settings for all POM servers.
<b>Outbound Settings</b>	Use to view the voice servers.
<b>POM Manager</b>	Use to manage the POM servers connected to the specified EPM server.

POM servers

## Add POM server page field descriptions

Use this page to add POM servers.

Field or Button	Description
<b>POM Server Name</b>	A unique identifier for the POM server.
<b>POM Server IP Address</b>	The IP address for the POM server.  <b>Note:</b> You have to enter the IP address in the specified format xxx.xxx.xxx.xxx.
<b>Continue</b>	After clicking <b>Continue</b> , Edit POM Server page is displayed where the license information is given. You must select the <b>Trust this certificate</b> selection box and then use <b>Save</b> to save the newly added POM server.

## Adding POM server

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > POM Servers**.
3. Click **Add**.
4. Specify the POM server name and the IP address.
5. Click **Continue**.

The POM certificate details are displayed.

6. Select **Check the Trust this certificate check box** to authenticate the certificate to establish communication between the POM server and EPM.

The POM certificates are used for identifying the POM servers connected to a specific Avaya Aura® Experience Portal system. The POM certificates are located on each POM server. These certificates are retrieved by the primary EPM while adding a POM server and stored in a certificate store on EPM.

7. (Optional) Click the **Categories and Trace level** link.

You can select to use the POM settings or the customized settings for the trace levels using the option button.





8. Click **Save** to make the changes permanent.

### Next steps

Restart the server for the changes to take effect.

## Edit POM Server page field descriptions

Use this page to edit the POM server configuration.

Field or Button	Description
<b>POM Server Name</b>	<p>A unique identifier for POM server.</p> <p> <b>Note:</b></p> <p>You cannot change the name of the POM server once specified.</p>
<b>Host Address</b>	<p>The host or IP address of the POM server.</p> <p> <b>Note:</b></p> <p>You cannot change the host or IP address of the POM server once specified.</p>
<b>POM Certificate</b>	<p>This certificate is to validate the POM server. <b>POM Certificate</b> is used to connect and access functionality of the EPM.</p> <p> <b>Note:</b></p> <p>A similar certificate is displayed while installing POM. The displayed certificate must be identical to the certificate established during the installation of POM.</p>
<b>Categories and Trace Levels</b>	<p>You can use these to monitor POM. You can select to use the default POM settings or have custom settings defined. You can have the levels as:</p> <ul style="list-style-type: none"> <li>• Off</li> <li>• Fine</li> <li>• Finer</li> <li>• Finest</li> </ul> <p>You can monitor the trace levels for:</p> <ul style="list-style-type: none"> <li>• Campaign Director</li> <li>• Campaign Manager</li> <li>• Agent Manager</li> <li>• ActiveMQ Manager</li> <li>• Web Tracer</li> <li>• Web Service Tracer</li> </ul> <p> <b>Note:</b></p> <p>Restart the POM server for all changes to take effect.</p>
<b>Save</b>	Use to make the changes permanent.

## Editing POM server

### Before you begin

Ensure you configure at least one POM server.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > POM Servers**.
3. On the POM Servers page, select the POM server you want to edit by clicking on the name of the server.

 **Note:**

You cannot edit the name of the POM server.

For changing the IP address of Avaya Aura® Experience Portal, see *Administering Avaya Aura® Experience Portal*.

4. To update the POM server IP address or hostname you must reissue the POM certificate as per the new IP address and the hostname, and then trust the new certificate in EPM.
  - a. Open a ssh session on the host Avaya Aura® Experience Portal server with root privileges.

 **Note:**

If you have the database server installed on a local sever, run the `$POM_HOME/bin/installDB.sh` first and do not recreate the POM schema.

- b. Stop the vpms service by typing `service vpms stop` and stop the POM service using `service pom stop`.
- c. Run `$POM_HOME/bin/do_UpdatePOMCerts`.
- d. Update the POM's copy of EPM certificate by selecting **Yes**.
- e. Reissue POM certificate carrying new IP and the hostname (if changed). by selecting **Yes**.

 **Note:**

If you are changing the IP address or hostname of the primary POM server, run `$POM_HOME/bin/installDB.sh` to reconfigure the database connection.

When you run the `$POM_HOME/bin/installDB.sh` again ensure you,

- Select the same Contact Center mode that you used earlier. For example, if you have installed POM using the Contact Center mode None, after you rerun the `$POM_HOME/bin/installDB.sh`, ensure you select None again.
- Do not recreate the database schema.
- If you change the IP address of the database server, change the IP address

- f. From the left pane select, **EPMS > POM Home > Configurations > POM Servers**.
  - g. Click the POM server you want the edit.
  - h. Change the POM server IP address. You cannot change the hostname through the user interface.
  - i. Click **Apply** to fetch the new certificate.
  - j. Trust the new updated certificate.
  - k. Click **Save**.
  - l. Start the POM service through the user interface or by typing `service POM restart`.
5. (Optional) Click the **Categories and Trace Levels** link to specify the trace level settings.
  6. Click **Save** to save the changes.

The POM server page is displayed confirming the changes are saved.

### Next steps

- Restart the server for the changes to take effect.
- Add all POM applications again.

---

## Deleting POM server

### Before you begin

Ensure you have configured at least one POM server.

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > POM Servers**.
3. On the POM Servers page, select the POM server to delete by selecting the check box next to the POM server name.
4. Click **Delete**.

#### **Note:**

Ensure the POM Server is in 'STOPPED' state before deleting.



---

## POM global settings page field descriptions

Use this page to configure parameters such as the maximum size of the log files, categories, and trace levels for campaign manager, campaign director, SMS manager, Agent Manager, ActiveMQ Manager, Web Tracer, and Web Service Tracer. These settings are applicable at the global level for

## POM servers

all POM servers. You can override or change the settings for the individual POM server through the Edit POM server page using custom settings option in **Categories and Trace Levels**.

Field or Button	Description
<b>Trace Logger</b>	
<b>Log File Maximum Size (MB)</b>	Use to specify the maximum size in megabytes of the trace file. Once the log file reaches this size, the system creates a new log file. If creating a new log file causes the number of logs to exceed the <b>Number of Logs to Retain</b> setting, the system deletes the oldest file before it creates the new file. You can specify a value between 1 to 500. The default value is 250.
<b>Number of Logs To Retain</b>	Use to specify the maximum number of files the POM server can retain, including the current log file. Once this number of log files exceeds, the system deletes the oldest log file before creating a new one. Specify a whole number between 1 to 20. The default value is 10.
<b>Event Settings</b>	
<b>Event Level Threshold to Send to VPMS</b>	<p>Use the drop-down list to monitor the events and alarm logs threshold sent by every POM server. Fatal alarms are always sent to the EPM. Use the drop down list to select the lowest level of events and alarms to be included in the tracing log that is sent to the EPM. You can chose to send the event types, depending on the value you select from the drop-down list. You can chose:</p> <ul style="list-style-type: none"> <li>• <b>Error:</b> POM server sends Error and Fatal type of events and alarms to the EPM.</li> <li>• <b>Warn:</b> POM server sends Error, Fatal, and Warning type of events and alarms to the EPM.</li> <li>• <b>Info:</b> POM server sends Error, Fatal, Warning, and Info type of events and alarms to the EPM.</li> </ul>
<b>Categories and Trace Levels</b>	<p>Use to troubleshoot POM by setting the trace levels for Campaign Manager, Campaign Director, and SMS Manager, Agent Manager, ActiveMQ Manager, Web Tracer, and Web Service Tracer. To troubleshoot a particular area, you must set specific categories to Fine and examine the resulting output to see if you can locate the issue. If not, set the level to Finer and repeat the process. If you still need more data, then set the level to Finest and keep a close watch on system resource usage. You can chose to monitor as:</p> <ul style="list-style-type: none"> <li>• Off: Sets trace logging for all categories to off.</li> <li>• Fine: Sets trace logging for all categories to fine.</li> <li>• Finer: Sets trace logging for all categories to finer.</li> <li>• Finest: Sets trace logging for all categories to finest.</li> </ul> <p> <b>Note:</b> Click the group heading if the fields are not displayed.</p> <p>You can also configure these settings from the Edit POM Server page, if you select the <b>Custom</b> option.</p> <p> <b>Note:</b> Restart the POM server for all changes to take effect.</p>

Field or Button	Description
<b>Save</b>	Use to save the page, and go to the POM Servers page.
<b>Apply</b>	Use to apply the current settings.

---

## Voice server page field descriptions

This page lists the voice servers POM can use to make outbound calls.

Field or Button	Description
<b>Name</b>	Displays the names of voice servers.
<b>IP Address</b>	Displays the IP address or hostname of the voice servers.

---

## Edit voice server page field descriptions

Use this page to edit the voice server settings for outbound calls.

Field or Button	Description
<b>Name</b>	Displays the name of the voice server.  * <b>Note:</b> You cannot change the name of the voice server once specified.
<b>IP Address</b>	Displays the IP address or hostname of the voice server.  * <b>Note:</b> You cannot edit the IP address or hostname for primary and auxiliary voice servers.
<b>User Name</b>	Use to specify a Avaya Aura® Experience Portal Web administrator user name to connect to the voice server.
<b>Password</b>	Use to specify a Avaya Aura® Experience Portal Web administrator password to connect to the voice server.

---

## Editing Voice Server Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > POM Servers**.

## POM servers

3. On the POM Servers page, click **Outbound Settings**.
4. Click the voice server you want to edit.
5. Specify the IP address or host name of the voice server.
6. Specify the port number to connect to the voice server.
7. Specify the Avaya Aura® Experience Portal Web administrator user name and the password to connect to the voice server.
8. Click **Save** to make the changes permanent.

## POM manager field descriptions

Use this page to manage the POM servers connected to the EPM.

Field	Description
Selection check box	Use this selection check box to select the POM servers to start or stop.
Last Poll	Displays the date and time when the page is last refreshed.
POM Server Name	A unique identifier for POM server.
Host Address	Displays the IP address or the host name of the POM server.
Campaign Manager Status	Displays the Campaign Manager status, whether the Campaign Manager is running, stopping, or stopped. To get the status of the Campaign Manager from the command line, type <code>/sbin/service/cmpmgr status</code> .
Campaign Director Status	Displays the Campaign Director status whether the Campaign Director is master, dormant, stopping, or stopped. To get the status of the Campaign Director from the command line, type <code>/sbin/service cmpdir status</code> .
Agent Manager Status	Displays the Agent Manager status, whether the Agent Manager is master, dormant, stopping, or stopped. To get the status of the Agent Manager from the command line, type <code>/sbin/service agtmgr status</code> .
Allocated Ports	Displays the total number of ports allocated to the POM server. The allocated ports are refreshed at a regular time interval specified by the POM EPMS plug-in.
Ports In Use	Displays the number of ports that are currently in use only for notification campaigns and does not include the ports in use for agent-based campaigns. At any point of time, the number of concurrent or simultaneous calls is equal to the number of ports in use.
Refresh	Use to refresh the specified POM server/display.
Start	Use to start the specified POM server. You must select the particular server that you want to start. The <b>Start</b> button is greyed out until you select the POM server, and when the server is in the Running state.

Field	Description
<b>Stop</b>	Use to stop the specified POM server. You must select the particular server to stop. The <b>Start</b> button is greyed out until you select the POM server, and when the server is in the Stopped state.

---

## Starting the POM server

### Procedure

1. In the left pane, select **POM > POM Home..**
2. From the drop down menu, select **Configurations > POM Servers.**
3. On the POM Servers page, click **POM Manager.**
4. On the POM Manager page, select the POM server that you want to start using the selection check box next to the POM server name
5. Click **Start.**
6. Also, you can start the server from the command line by typing `/sbin/service POM start.`

---

## Stopping the POM server

### Procedure

1. In the left pane, select **POM > POM Home..**
2. From the drop down menu, select **Configurations > POM Servers.**
3. On the POM Servers page, click **POM Manager.**
4. On the POM Manager page, select the POM server that you want to stop using the selection check box next to the POM server name.
5. Click **Stop.**
6. Also, you can stop the server from the command line by typing `/sbin/service POM stop.`

# Chapter 19: POM Zone Configuration

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## Manage POM zone configuration page field descriptions

Zoning is the ability of partitioning a system into multiple zones. You can create zones for better control of resources and licenses. You can use zones for geographically distributed systems and also for large local systems.

For more information about zones, see *Avaya Aura® Experience Portal* documentation.

Use this page to manage the different zones between multiple POM servers. You can also use this page for managing zone failover where you can allocate campaign director (CD) or agent manager (AM) for a selected zone.

### **Note:**

For a single POM server system set up, you do not need to change settings on this page.

For a single POM server system set up with only default zone, you can allocate only one CD and AM.

For a single POM server system set up with multiple zones, you must manually allocate the CD and AM to other zones. The system automatically allocates the primary CD and AM to the default zone.

For a multiple POM server system set up with default zone you can have multiple CD and AM. The system automatically allocates the primary CD and AM to the default zone. If needed you can change the CD and AM allocation.

For a multiple POM server system set up with multiple zones, you can allocate same CD and AM to different zones or different CD and AM to different zones.

In a multiple POM server setup, if the allocated CD or AM fails, any other running CD or AM manages the zone. The system displays the running CD or AM as the current CD or AM for the specific zone. When the allocated CD or AM starts functioning, it resumes the zone management and the system displays the allocated CD or AM as the current CD or AM.

If the allocated CD or AM values are empty you cannot allocate a CD or AM to any zone. To allocate CD or AM, add at least one POM server.

If no CD or AM is there serving the zone, the value for the current CD or AM is displayed as None.

For more information about creating and managing zones, see *Avaya Aura® Experience Portal* documentation.

## Manage POM zone configuration page field descriptions

Field or Button	Description
Zone	Displays the list of zones created on the Avaya Aura® Experience Portal server.
Allocated CD	Specify the primary Campaign Director (CD) to assign to the specific zone.
Current CD	Displays the current Campaign Director (CD) managing the specific zone.
Allocated AM	Specify the primary Agent Manager (AM) to assign to the specific zone.
Current AM	Displays the current Agent Manager (AM) managing the specific zone.

# Chapter 19: POM Zone Licenses

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## Manage POM zone licenses page field descriptions

Zoning is the ability of partitioning a system into multiple zones. You can create zones for better control of resources and licenses. You can use zones for geographically distributed systems and also for large local systems.

For more information about zones, see *Avaya Aura® Experience Portal* documentation.

Use this page to configure POM licences for a zone. Depending on your user role, you can view or change the POM licenses settings for a zone.

POM 3.0.1 has separate licenses for Outbound ports, Preview Agents, and Predictive Agents. You can allocate licenses to different zones and then to different organizations under each zone. If you do not have zones, all licenses are assigned to the default zone and default organization. Licenses are not shared across zones.

For fresh installation or upgrade, the system allocates all available licenses to the default organization of the default zone.

### **Note:**

For upgrade, if you have enabled organizations, post upgrade to 3.0.1, you must manually assign the licenses to all organizations.

If you log in as an Org user with view only permissions for license page, you can view only those licenses that are allocated to the organizations and zone to which the organization belongs.

The system displays the difference between sum of licenses of a type for all zones and the *System capacity* as *Unused licenses*.

If the total number of licenses of all organizations under a zone is less than the licenses allocated to that zone, then the system displays the remaining license count under *Unallocated* for that zone.

While assigning licenses to zones and organizations remember:

- License value across all organizations in a zone cannot exceed the value you configure for a given zone.
- License value for all zones in the system cannot exceed the system capacity of licenses in the system.
- If you delete a zone, all licenses of the zone move to the Unused pool. The licenses are not shared or distributed automatically to other zones.

- If you delete an organization, all licenses of the organization move to the Unallocated pool. The licenses are not shared or distributed automatically to other organizations.
- If you increase the System capacity, then the system does not automatically reassign the licenses to zones and organizations. The extra licenses are displayed as Unused licenses. If required, you can manually reassign the licenses.
- If you decrease the System capacity, then the licenses are automatically proportionately reduced from all zones and organizations within the zones.

Field or Button	Description
<b>System Capacity</b>	Displays the total available licenses. This value is the value you specify on the Licensing page. For more information, see <a href="#">License Settings page field descriptions</a> on page 37.
<b>Unused licenses</b>	The system displays the difference between sum of licenses of a type for all zones and the <i>System capacity</i> as <i>Unused licenses</i> .
<b>Zone</b>	Displays the zones created in Avaya Aura® Experience Portal.
<b>Organization</b>	Displays the organizations associated with the specific zone.
<b>Outbound Ports</b>	Displays the distribution of available outbound ports across zones and organizations.
<b>Preview</b>	Displays the distribution of available preview agent licenses across zones and organizations.
<b>Predictive</b>	Displays the distribution of available predictive agent licenses across zones and organizations.
<b>Unallocated</b>	Displays the difference between the licenses allocated to a zone and the sum of licenses allocated to all organizations under that zone.

# Chapter 20: Configurations

## About global configurations

You can use global configurations to manage the settings across all campaigns. You can configure settings such as call settings, email settings, campaign settings etc. You can override these settings at the individual campaign level or campaign strategy level.



## Manage global configuration page field descriptions



Use this page to manage the global configuration settings across POM system.

Field or Button	Description
<b>Reset</b>	Use this to reset all values on the page to the default values. After the values are reset, you must apply the changes for the changes to take effect in the POM database.
<b>Call Settings</b>	
<b>Maximum Call Time (min)</b>	<p>Displays the maximum time specified in minutes for which the call is active. The default value is 60 and the minimum and the maximum values are 5 and 120 respectively.</p> <p>When a voice campaign is running and POM server places calls to the various contacts, in the event of any server malfunctions such as crash or hang situations, POM server might not get notifications for completion of calls. In such cases, the POM ports engaged in the calls are not released and the reports are not updated. To prevent this, POM server starts a timer having duration equal to the value specified for this field. If POM server cannot get any notification about the call completion within this duration, it updates the records and performs related cleanup activities.</p> <p>Set this value to the maximum anticipated Call Duration. Setting this value too less can result in premature cleanup activities resulting in system malfunction. Setting this value too large can delay recovery of system in the event of server crash.</p>
<b>Maximum Call In-Progress time (min)</b>	<p>Displays the maximum interval specified in minutes to wait for the first disposition from a call after which, the POM server asserts that the call is hanged. The default value is 5 and the minimum and the maximum value is 1 and 15 respectively.</p> <p>When a voice campaign is running and POM server places calls to the various contacts then this field sets the maximum time for which POM server can wait for receiving the first disposition for the call attempt. If POM server does not receive the disposition in this specified time, then it assumes that the attempt failed and it will abort the attempt. Setting this value to larger value than the default can delay recovery of system in case</p>

Field or Button	Description
	of failures while setting this value too small can cause malfunctioning and undesired multiple calls to same contact in case genuine delays are there.
<b>Override PAI with Sender's Address</b>	If you select the check box, the system overrides the PAI (P-Asserted-Identity) set at platform level, with the sender's address field from the campaign strategy. You can use the check box for both Agent mode and None mode. If you are using the None mode, and the agents are attached to a predictive campaign, the changes take effect immediately. If the agents are attached to a preview campaign, the agents must login again for the changes to take effect.
<b>Campaign Settings</b>	
<b>Weekend days</b>	Displays the days of the weekend for the campaign. You can set any day(s) as weekend days. In some cases the weekend holiday is some day other than Saturday and Sunday. In campaign strategy this value is used to determine the week days if "weekdays only" property is set in the address node. The default value is Sunday.
<b>Maximum allowed nuisance rate</b>	<p>For non-agent campaigns, if POM detects a live voice for the call and, if the first prompt is not played within 2 seconds, then POM treats the call as a silent or nuisance call. For agent-based campaigns, if POM does not detect and agent, then POM treats the call as a silent or nuisance call. The POMDriver application records the offsets of the 'start of voice' timer, and the first prompt play time from the connect in the database. When the first prompt play offset - 'start of voice' offset is &gt; 2000 milliseconds, and the result is 'live voice', POM counts the call as nuisance call. The Nuisance Rate is calculated using the following formula:</p> $\text{Nuisance \%} = (\text{Total number of nuisance calls} / \text{Total number of calls with live voice}) * 100.$ <p>The default value is 3. The minimum value is 0.1 and the maximum value is 99.0 When the nuisance rate exceeds the configured value here and total live calls are &gt; 100 for a campaign, POM generates an alarm, POMCD003. POM checks and calculates the nuisance rate the interval of every 20 seconds. In some cases, some live connects are detected falsely as answering machine connects. You must consider such cases and then reduce the value based on the estimate of false answering machine detects. Hence for the default value of 3, if it is estimated that 0.25 of all live connects are detected falsely as answering machines, then configure the value as 2.75. The campaign administrator must take an appropriate action on receiving this alarm.</p> <p>For more information about the 'start of voice' timer and 'live voice', see the POMDriver application from <a href="#">shipped applications</a> on page 374.</p>
<b>Minimum Job Size</b>	Displays the minimum number of contact records that must be available for the Campaign Director to start calling, even if the job status is Filter in progress. Once the number of filtered records are greater than or equal to the job size you specified, POM server launches the call immediately. If the number of filtered records are less than the job size you specified, then the calls are launched once all contacts are filtered. The default value is 1000 and the minimum and the maximum values are 100 and 20000 respectively
<b>Campaign data export limit per file (Number of records)</b>	Use to configure the number of records for export data per file. This writes 65000 lines in one .csv file. The size determines the number of records in one .csv file. You can specify the number of records per file. The default value is 65000. You can specify any value between 1500 to 500000 lines.


## Configurations

Field or Button	Description
<b>Campaign data export folder</b>	Displays the path of the folder where a export file containing the campaign contact records is created while running a campaign. You must configure this path across all POM servers. The default folder is \$POM_HOME/Export. Ensure that the folder has permissions and belongs to the avayavp:avayavpgroup, else the export is not successful.
<b>Email from</b>	<p>Displays the global mail address added to a mail in its from field if the campaign strategy does not configure the from field. You can override this value while creating or modifying a campaign strategy with the Sender's Address property of the Mail node. The default value is abc@avaya.com.</p> <p> <b>Note:</b></p> <p>POM does not support non-english language characters for this field.</p>
<b>Maximum preview time (min)</b>	This parameter is applicable for preview campaigns. The call is transferred to the agent, and the agent is previewing the call. During this time, for example, if the desktop crashes, then the call state remains as preview for a long time. The time interval in seconds that you specify is allocated to clean up the call state. The minimum and the maximum values are 5 minutes and 30 minutes respectively. The default value is 10 seconds.
<b>POM Monitor Interval Data retention period (min)</b>	<p>This parameter decides which interval data must be retained. POM deletes interval data before configured value from current time. The minimum and the maximum values are 62 minutes and 2880 minutes respectively. The default value is 62 minutes.</p> <p> <b>Note:</b></p> <p>If you make any change to the <b>POM Monitor Interval Data retention period (min)</b>, you must restart the Campaign Director for the changes to take effect.</p>
<b>POM Monitor refresh interval (sec)</b>	This parameter decides after what time data from POM real time monitor is refreshed. The minimum and the maximum values are 2 seconds and 120 seconds respectively. The default value is 10 seconds.
<b>Maximum POM monitor concurrent sessions</b>	This parameter decides the maximum active concurrent POM monitor sessions allowed. The minimum and the maximum values are 5 and 500 respectively. The default value is 25.
<b>POM Monitor agent page size</b>	This parameter decides the number of agent records that are displayed on the Active Agent Screen and Agent Voice Task View. The minimum and the maximum values are 10 and 100 respectively. The default value is 30. If you change the value, refresh the POM Monitor session for the changes to take effect.
<b>Callback Parameters</b>	
<b>Enable time restriction</b>	Enable time restriction is a flag to indicate whether to apply time restriction for callback or not. If you enable the flag, you can monitor the guard time of the call node of the selected campaign strategy and the guard time of the phone format based on the geographical location of the contact number before dialing a callback to customer. The default value is false.
<b>Apply DNC</b>	Apply DNC is a flag for DNC restrictions for callback. If you set the flag to true, callbacks scheduled on DNC restricted numbers gets restricted, and if you set the flag to false, callbacks scheduled on DNC restricted numbers does not get restricted. The default value is true.

Field or Button	Description
<b>Default end time offset (min)</b>	Use to specify the time in minutes for default callback expiry. After the specified time, POM does not callback the given contact. The default value is 30 minutes and the minimum and the maximum values are 5 and 1440 respectively.
<b>Retry time (min)</b>	<p>Use to specify the time in minutes for default callback retry time. POM postpones the callback for the specified time period for the given contact. The default time is 30 minutes and the minimum and the maximum time is 5 and 360 respectively.</p> <p> <b>Note:</b></p> <p>If the number of contacts in a running campaign are more than what the associated agents can handle, then you might experience a delay in scheduled callback processing.</p>
<b>Pre interval time (min)</b>	Use to specify the time in minutes before scheduled time that the callback must be picked up. The default time is 2 minutes and the minimum and maximum values are 1 and 30 respectively. The default value is 2 minutes and the minimum and the maximum values are 1 and 30 respectively.
<b>Maximum in queue time (min)</b>	The Campaign Manager releases any callback that is in Callback_In_Queue state after the specified time. The Campaign Manager also marks the contact as Attempt Timeout, to release the outbound port. The default value is 30 minutes and the minimum and the maximum values are 5 and 60 respectively.
<b>Maximum preview time (sec)</b>	Use to specify the maximum preview time for callback in seconds. The default value is 45 seconds and the minimum and the maximum values are 10 seconds and 300 seconds respectively.
<b>Pacing Parameters</b>	
<b>Initial call hit rate</b>	This parameter is applicable only for cruise control and ECR pacing. The value you specify here is used as a initial value for the algorithm to calculate the hit rate at runtime. The minimum and the maximum values are 0.01 to 1.0 respectively. The default value is 0.5. For example, if you are running 100 calls, initially only 50 calls are processed. Later on at runtime, the system calculates the hit rate.
<b>Initial handle time (sec)</b>	This parameter is applicable only for cruise control and ECR pacing. The value you specify here includes the actual call time and the wrapping up time required for the agent to end the call. The minimum and the maximum values are 1 second and 3600 seconds respectively. The default value is 60 seconds.
<b>Contacts</b>	
<b>Global date format</b>	<p>Displays the global date format. Use the drop-down list to choose the date format. The default value is DD-MM-YYYY hh:mm:ss.</p> <p> <b>Note:</b></p> <p>The date format you select is used for all date and the time comparisons while doing some of the POM operations such as contact import, creating campaign strategy etc. For example if you have an attribute MeetingTime with the data type as DATE, TIME, or TIMESTAMP then the records for this attributes must match with the global date format.</p>
<b>Contact import batch size</b>	Displays the number of records either from a file or database committed to the POM database as a single batch while importing. The default value is 500 and the minimum and the maximum values are 10 and 2000 respectively.

## Configurations

Field or Button	Description
<b>Contact delete batch size</b>	Displays the number of contact records marked for deletion at one time from the POM system for the given job. The default value is 1000 and minimum and the maximum values are 10 and 2000 respectively
<b>Contact filter batch size</b>	Displays the number of contact records filtered for a job at one time. While running a campaign if you have specified a filter criteria then number of records you specify for this field are filtered and committed to job record in the POM database for the given job. The default value is 500 and the minimum and the maximum value is 10 and 2000 respectively.
<b>DNC update batch size</b>	Displays the number of records after which the DNC records are committed to the POM database during DNC import. The default value is 50 and the minimum and the maximum values are 10 and 2000 respectively.
<b>Contact export batch size</b>	Displays the number of records that POM can export as a batch after the job finishes. The default value is 500 and minimum and the maximum values are 10 and 7000 respectively.
<b>Home country</b>	Use the drop-down list to select the home country. POM marks this country as the default country. The default value is "USA and Canada".
<b>Country code separator</b>	Use the drop-down list to select the country code separator. The default value is "#".
<b>FTP time out (msec)</b>	Use to specify the time after which the FTP connection times out. You can set the minimum value as 10000 milliseconds and the maximum value as 900000 milliseconds. The default value is 60000 milliseconds.
<b>Record successful import</b>	Use to store the import status in the POM database. If set to false, then POM does not store the successful contacts import status in the POM database. The default value is false.
<b>WFO</b>	
<b>Enable WFO</b>	Use to set a flag to enable sending metadata from POM to WFO for agent campaign. The default value is false.
<b>WFO port</b>	If you set the <b>Enable WFO</b> flag to true, then POM can start communicating with WFO and send the data across to WFO. The default port value is 7999.
<b>Agent Settings</b>	
<b>Maximum job waiting duration (min)</b>	Maximum job waiting duration (min) is the time duration in minutes after which the system generates an alarm for an outbound agent that is not associated with any job. If an agent is starving for the job, this alarm gets generated based on this duration. The minimum and the maximum values are 10 minutes and 60 minutes respectively. The default value is 20 minutes.
<b>Minimum job attachment period (min)</b>	Use to specify the time period in minutes for which the agent must be in the job when a manual operation is in progress. The default value is 15 and minimum and the maximum values are 1 and 480 respectively.
<b>Nailing interval retry (sec)</b>	Use to specify the minimum time interval in seconds between the two nailing attempts for a specified agent. The default value is 20 and the minimum and the maximum values are 1 and 1800 respectively.
<b>Call queue</b>	For agent-based campaigns, when an agent is unavailable, and you have checked the <b>Call queue</b> flag, the system queues the call. If the agent becomes available before the

Field or Button	Description
	<p>call disconnects, the system then connects the call. By default the <b>Call queue</b> flag is unchecked.</p> <p> <b>Note:</b></p> <p>If you make any changes to the <b>Call queue</b> flag, you must restart the agent manager service to ensure the changes take effect.</p>
<b>Nailup call CLID</b>	The system displays the value you specify in the sender's address of a nailup call of an agent. If you have provided a PAI value at the platform level, these changes are not applicable. The nailup call CLID is a mandatory parameter and you must specify a value for the parameter.
<b>Override PAI for external consult calls</b>	If you select the checkbox, you can override the PAI for external consult calls with either the unique nail up call CLID or agent extension based on the value you select in the <b>ANI for external consult calls</b> field.
<b>ANI for external consult calls</b>	Whenever an agent initiates an external consult call, the system displays the ANI as either the unique nail up call CLID, or agent extension of the agent who initiates the external consult call. The default value is nail up call CLID.
<b>Miscellaneous</b>	
<b>POM poller polling interval (sec)</b>	Use to specify the POM poller time interval in seconds after which the POM poller keeps polling the EPM. POM poller is important for synchronizing various POM related configurations between POM server and EPMS plug-in such as licensing information, POM applications, POM users, and ports. The default value is 5 and the minimum and the maximum values are 1 second and 60 seconds respectively.
<b>Agent script editor auto save time (min)</b>	Use to set the time in minutes when the agent script editor is saved automatically. The minimum and the maximum values are 1 minute and 10 minutes respectively. The default value is 1 minute.
<b>Advanced settings</b>	
<b>JMS listen port</b>	<p>The default value is 51616. You can change the value, but for the changes to take effect you must make changes to the port number in the ActiveMQ file at <code>\$POM_HOME/apache-activemq-5.4.0/conf/activemq.xml</code>. After making the changes, you must restart the POM service. For more information, see the Active MQ documentation at <a href="http://activemq.apache.org/xml-configuration.html">http://activemq.apache.org/xml-configuration.html</a>.</p> <p>To monitor POM's Active MQ for troubleshooting, use the URL <code>http://&lt;Master ActiveMQ IP address&gt;:8161</code>. For conflict, you can change the default port. To change the port you must login to the POM server, type <code>cd \$POM_HOME/\$POM_ACTMQ_DIR/conf</code>, and edit <code>jetty.xml</code> to change the port property under connectors node. If you have more than one POM servers, you must login on every POM server and make the change.</p>
<b>Pacer base port</b>	Using the pacer base port, the Campaign Manager communicates with the pacer situated within the Agent Manager. The port is specific to a zone and for every zone you need a different port. The minimum value is 1024. At a time you can have maximum 15 zones and so 15 ports are used for communication. The default value is 9995.
<b>Router base port</b>	Using the router base port, the Campaign Manager communicates with the router situated within the Agent Manager. The port is specific to a zone and for every zone you need a different port. The minimum value is 1024. At a time you can have maximum 15 zones and so 15 ports are used for communication. The default value is 7779.

## Configurations

Field or Button	Description
<b>Agent manager base port</b>	Using the agent manager base port, the Campaign Manager communicates with the Agent Manager. The port is specific to a zone and for every zone you need a different port. The minimum value is 1024. At a time you can have maximum 15 zones and so 15 ports are used for communication. The default value is 9990.
<b>Campaign batch size</b>	<p>Use to specify the campaign batch size. You can use campaign batch size to control accuracy of sorting and distributing contacts to POM servers in a multiple POM server environment, and with time based or skill based campaign jobs.</p> <p>Smaller value of batch size improve the accuracy of sorting and distributing, but might decrease performance because of more number of database trips. Conversely, larger batch size might improve overall performance, but decreases the accuracy of sorting and distributing.</p> <p>For sorting when you specify the sort criteria while creating a campaign, if you set the campaign batch size to the default value of 600, the Campaign Manager fetches a batch of 600 records in a sorted order, and then distributes the records for dialing. Hence within a batch, the dialing might not be in the specified sorted order. To maintain the exact sort order, set the value to 1.</p> <p>For multiple POM server environment, if the number of contacts in the contact list are less than the batch size for a campaign, then only one Campaign Manager is used to run the campaign and the other Campaign Manager might sit idle. For example, if you set the campaign batch size as 600, but only 200 records in the contact list are there, and the system has two POM servers, then only 1 POM server processes all 200 contacts. However, if you set the campaign batch size as 100, then each POM server gets 100 records for dialing.</p> <p>For time based or skill based campaigns, if the campaign batch size is large, say 600, then, POM might require significant time to retrieve the records from database. During this time when the system is fetching records, the contacts are not dialed. This results in over all contact attempts being lesser than expected. To overcome this situation, you can configure a small batch size, say 50 or 100. Configuring a small batch size helps in dialing more contacts in the given time as the time spent in record fetching is less resulting in more free time for attempts.</p> <p>This value is related to the batch size you set in the Campaign Creation Wizard while creating a campaign. You can set this parameter on the Processing Parameters page under Miscellaneous settings. Even if you change the value using the Global Configurations page, the value you have set while creating the campaign always takes priority.</p>
<b>Maximum concurrent jobs</b>	Use to specify the maximum simultaneous jobs POM can run at any given time. The minimum and the maximum values are 1 and 1000 respectively. The default value is 50.
<b>Maximum ports per server</b>	Use to specify the maximum number of port licenses used by POM server. The default value is 1200 and the minimum and the maximum values are 100 and 5000 respectively.
<b>Apply</b>	Use to make the changes permanent.

# Chapter 21: Purge Schedules

## Purge schedule configuration page field descriptions

Use this page to define the purge schedule configuration settings.

Field or Button	Description
<b>Campaign Data Purge Schedule:</b> Use to delete all contact attempt records for the completed jobs before the campaign data retention period. In case of infinite campaigns, all the archived contact attempt records before the campaign data retention period are purged.  For agent-based campaigns, the campaign data purge also purges all agent related data.	
<b>Purge records</b>	Use the option button to enable purging of campaign data records.
<b>Campaign data retention period</b>	Use this to retain the campaign data for the specified number of days. All records older than the number of days specified in data retention period are purged.
<b>Daily run at</b>	The campaign data is purged at the time you specify in the <b>Daily run at</b> field.
<b>Import Data Purge Schedule:</b> Use to delete all import history for all completed jobs before the import data retention period.	
<b>Purge Records</b>	Use the option button to enable purging of import data records.
<b>Import Data Retention Period</b>	Use this to retain the import data for the specified number of days. All records older than the number of days specified in data retention period are purged.
<b>Daily run at</b>	The import data is purged at the time you specify in the <b>Daily run at</b> field.
<b>SMS Data Purge Schedule:</b> Use to delete all SMS messages you send before the SMS data retention period.	
<b>Purge Records</b>	Use the option button to enable purging of SMS records.
<b>SMS Data Retention Period</b>	Use this to retain the SMS data for the specified number of days. All messages older than the number of days specified in data retention period are purged.
<b>Daily run at</b>	The SMS data is purged at the time you specify in the <b>Daily run at</b> field.
<b>Apply</b>	Use this to make the changes permanent.

---

## Purging campaign data

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop down menu, select **Configurations > Purge Schedules**.
3. Use the option button **Purge Records** to purge the campaign data.
4. If you select **Yes**, specify the **Campaign Data Retention Period** as number of days and **Start Time** in hours, minutes, and seconds format.

You can use the drop-down menu to select the values for specifying the start time.

5. Click **Save** to make the changes permanent.

---

## Purging import data

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop down menu, select **Configurations > Purge Schedules**.
3. Use the option button **Purge Records** to purge the import data.
4. If you select **Yes**, specify the **Import Data Retention Period** as number of days and **Start Time** in hours, minutes, and seconds format.

You can use the drop-down menu to select the values for specifying the start time.

5. Click **Save** to make the changes permanent.

---

## Purging SMS data

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop down menu, select **Configurations > Purge Schedules**.
3. Use the option button **Purge Records** to purge the SMS data.
4. If you select **Yes**, specify the **SMS Data Retention Period** as number of days and **Start Time** in hours, minutes, and seconds format.

You can use the drop-down menu to select the values for specifying the start time.

5. Click **Save** to make the changes permanent.

# Chapter 22: Phone Formats

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## About phone formats, reject patterns, time zone area code mapping, and dialing rules

POM 3.0.1 supports new features for the phone numbers and depending on the settings you configure, saves the phone number in the database and applies the specified phone formats, reject patterns, or dialing rules.

### Phone formats

POM supports all G13 and other countries and provides a list of the countries supported. You can add any country that is not existing in the POM database. To add a new country, you must specify the country code, country name, the standard phone number length, and the phone prefix. All information that you enter is stored in the POM database. When you specify the standard phone length, the minimum phone number length has to be greater than zero, and the maximum length can be 99. POM displays the default values for minimum phone length as 3 and for maximum phone length as 15.

If the standard phone number length is lesser than standard phone minimum length, then POM prefixes the digits you specify to the phone number, and then checks whether number is between standard phone minimum length and standard phone maximum length, before the number is imported in the contact list. This ensures that all phone numbers are stored in a consistent manner. If the number does not fit in the standard format, then it gets rejected.

### Reject patterns

You can apply or use reject patterns for standard phone numbers. You can specify the reject pattern either at a global level or a country specific level. While importing phone numbers in the POM database, POM validates the phone numbers against the reject patterns, and if the phone number matches any of the reject patterns, then such phone numbers are not imported.

POM provides a list of predefined global patterns and the country specific reject patterns. You can have user defined reject patterns using the predefined special characters and the digits.

The global patterns are:

- \*00000000\*: A number starting with any digits, followed by 7 zeros, followed by any digits. For example, 34000000045.
- \*88888888\*: A number starting with any digits, followed by 7 eights, followed by any digits. For example, 2388888887.
- \*99999999\*: A number starting with any digits, followed by 7 nines, followed by any digits. For example, 199999992.

## Phone Formats

For the list of default country specific reject patterns, refer to [Default phone reject patterns for countries](#) on page 261.

You can specify user defined patterns using the digits and the special characters:

- digits: You can use any whole number.
- \*: Use as a wild card character. For example, 999\* means any number starting with 999.
- -: Use to specify a range of numbers. For example, 1–3, means any number from 1 to 3.
- ?: Use to specify a single digit. One ? means 1 digit. For example, 9?? means any 3 digit number starting with 9.
- [ ]: Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.

### Time zone and area code mapping

POM provides a way to automatically determine the time zone for a phone number with area code and the phone starting digits. You can map one country to multiple time zones and one time zone can have multiple area codes.

You can set a default time zone for any country. If the phone number does not match with any area codes mapped with time zone for that country, then POM maps the default time zone to the phone number.

If the country code associated with the phone number is not found in the POM database, POM does not import the phone number.

POM uses the following thumb rule to determine the time zone for a phone number:

Time zone	Mapping	Result
No time zone defined for the country	NA	POM uses the time zone of the zone in which the contact is imported.
Only one time zone defined for the country	No mapping defined for country	As the country has only one time zone defined, POM uses that time zone and does not consider the other mappings.
	Only one area mapping defined for time zone	
	Multiple area code mapping for a time zone	
Multiple time zones defined for the country	The phone number matches with any one of the time zone and the area code mapping	POM uses the matched time zone.

### Dialing rules

POM uses the dialing rule to convert the standard phone number to a dial format number. The dialing rule considers the standard phone number along with country code as an input and based on the country code, POM applies the dialing rules. You can specify a prefix and a strip for the phone number while specifying a dialing rule.

A default dialing rule has an empty area code and the phone starting digits. You can have only one default dialing rule for a country.

Strip means the number of digits to strip from the standard phone number, before applying the prefix.

Prefix means the number and type of characters to prefix to the standard phone number. For example, you can use #, or \* as a prefix.





You can specify multiple dialing rules for one country . The rules are distinguished by number of digits to strip and digit to prefix. So, you must have the a unique combination of number of digits to strip and digits to prefix for a specific country.

**+ Tip:**

For more examples on each feature, see [Examples](#) on page 259.

## Manage country specific setting page field descriptions

Use this page to specify country wise phone setting.


Field or Button	Description
<b>Show information only for country</b>	Use the drop-down list to select the country for which to search the phone formats.
<b>Go</b>	Use to start the search.
<b>Country Code</b>	Displays the country code.
<b>Country Name</b>	Displays the country name.
<b>Standard Phone Length</b>	Displays the standard phone length for a country.
<b>Phone Prefix</b>	Displays the prefix for a country.
<b>Actions</b>	<p>Click  to manage the phone reject patterns.</p> <p>Click  to manage the time zone area code mappings.</p> <p>Click  to manage the dialing rules.</p> <p>Click  to delete the phone format rule.</p>
<b>Add</b>	Use to add a new country with phone formats.
<b>Global Phone Reject Patterns</b>	Use to add global reject patterns for phone numbers.

## Reject phone numbers page field descriptions

Use this page to define country specific reject patterns for the phone numbers. Before uploading any phone number POM checks the global and country specific reject pattern, and if the number matches with any of these patterns , then the number gets rejected.

Field or Button	Description
<b>Country code</b>	Displays the country code

## Phone Formats

Field or Button	Description
<b>Country name</b>	Displays the country name
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match this pattern. Reject patterns can be:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul> <p>POM provides a list of countries and the predefined reject patterns. For more information about the reject patterns associated with countries, see <a href="#">Default phone reject patterns for countries</a> on page 261.</p> <p>For examples, see <a href="#">Examples</a> on page 259.</p>
<b>Description</b>	Use to specify a brief description for the reject pattern.
<b>Actions</b>	Use  to remove or delete the pattern.
<b>Add</b>	Use to add the reject pattern.

## Add phone reject pattern page field descriptions


Use this page to add a phone reject pattern.

Field or Button	Description
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match to this pattern. Reject patterns can be:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul>

Field or Button	Description
	POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see <a href="#">Default phone reject patterns for countries</a> on page 261. For examples, see <a href="#">Examples</a> on page 259.
<b>Description</b>	Use to specify a brief description for the reject pattern.
<b>Add</b>	Use to add the reject pattern.

## Adding phone reject pattern

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click .
4. On the Reject Phone Numbers page, click **Add**.
5. Specify the value for the **Pattern matching criteria**.
6. Click **Add** to make the changes permanent.

## Add country page field descriptions

Use this page to add a new country.

Field or Button	Description
<b>Country Name</b>	Use to specify a country name to add a new setting.
<b>Country Code</b>	Use to specify a country code.
<b>Standard Phone Minimum Length</b>	Use to specify the minimum length for the standard phone number. You can add any number except 0.
<b>Standard Phone Maximum Length</b>	Use to specify the maximum length for the standard phone number. You can add any number up to 99.
<b>Phone Prefix</b>	Use to specify digits that are prefixed to the phone number while importing. If the phone number length is lesser than standard phone minimum length, then the digits you specify in the field are prefixed to the phone number before the number is imported.
<b>Save</b>	Use to make the changes permanent.

## Adding country

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. Click **Add** on the Manage Country Specific Setting page.
4. Specify the **Country name**, **Country Code**, **Standard phone minimum length**, **Standard phone maximum length**, and **phone prefix**.
5. Click **Save** to make the changes permanent.

## Edit phone number parameters page field descriptions

Use to edit the phone number parameters.

Field or Button	Description
<b>Country Name</b>	Displays the country name.
<b>Country Code</b>	Displays the country code.
<b>Standard Phone Minimum Length</b>	Use to specify the minimum length for the standard phone number. You can add any number except 0.
<b>Standard Phone Maximum Length</b>	Use to specify the maximum length for the standard phone number. You can add any number up to 99.
<b>Phone Prefix</b>	Use to specify digits that are prefixed to the phone number while importing. If the phone number length is lesser than standard phone minimum length, then the digits you specify in the field are prefixed to the phone number before the number is imported.
<b>Save</b>	Use to make the changes permanent.

## Editing phone number parameters


### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click the country name which you want to edit.
4. Specify the value for the **Standard phone minimum length**, **Standard phone maximum length**, and **phone prefix** fields.

5. Click **Save** to make the changes permanent.

## Manage global phone reject pattern page field descriptions

Use this page to manage the global phone reject patterns. Global reject patterns are applicable for all countries. Any phone number matching with these patterns gets rejected.

Field or Button	Description
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which must be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns:</p> <ul style="list-style-type: none"> <li>• *0000000*: Any number which includes 7 zeros.</li> <li>• *8888888*: Any number which includes 7 eights.</li> <li>• *9999999*: Any number which includes 7 nines.</li> </ul> <p>You can also have user defined patterns:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []: Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul> <p>POM provides a list of countries and the predefined reject patterns. For details on the reject patterns associated with countries, refer to <a href="#">Default phone reject patterns for countries</a> on page 261.</p> <p>For examples, see <a href="#">Examples</a> on page 259.</p>
<b>Description</b>	Use to specify a brief description for the reject pattern.
<b>Actions</b>	Use  to remove or delete the pattern.
<b>Add</b>	Use to add the reject pattern.

## Add global phone number reject pattern

Use this page to add a global phone number reject pattern.

## Phone Formats

Field or Button	Description
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which should be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns:</p> <ul style="list-style-type: none"> <li>• *0000000*: Any number which includes 7 zeros.</li> <li>• *8888888*: Any number which includes 7 eights.</li> <li>• *9999999*: Any number which includes 7 nines.</li> </ul> <p>You can also have user defined patterns:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []: Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul> <p>POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see <a href="#">Default phone reject patterns for countries</a> on page 261.</p> <p>For examples, see <a href="#">Examples</a> on page 259.</p>
<b>Description</b>	Use to specify a description for the reject pattern.
<b>Save</b>	Use to make the changes permanent.

## Adding global phone number reject pattern

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Settings page, click **Global Phone Number Reject Patterns**.
4. On the Manage Global Phone Number Reject Pattern page, click **Add**.
5. Specify the values for the **Pattern Matching Criteria** and the **Description** fields.
6. Click **Save** to make the changes permanent.

## Edit global phone number reject pattern page field descriptions

Use this page to change the global phone number reject pattern.

**\* Note:**

If you change a reject pattern after uploading contacts, then the changed reject pattern is not applicable to exiting contact records. The new reject pattern takes effect only for uploads you run after the new reject pattern is saved.

Field or Button	Description
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which must be rejected. Any standard phone number matching with global reject pattern is not imported. POM provides a list of the global phone reject patterns:</p> <ul style="list-style-type: none"> <li>• *0000000*: Any number including 7 zeros.</li> <li>• *8888888*: Any number including 7 eights.</li> <li>• *9999999*: Any number including 7 nines.</li> </ul> <p>You can also have user defined patterns:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []: Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul> <p>POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see <a href="#">Default phone reject patterns for countries</a> on page 261.</p> <p>For examples, see <a href="#">Examples</a> on page 259.</p>
<b>Description</b>	Use to provide a brief description for the pattern.
<b>Save</b>	Use to make the changes permanent.

## Editing global phone number reject pattern

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.

## Phone Formats

3. On the Manage Country Specific Setting page, click **Global Phone Number Reject Patterns**.
4. On the Manage Global Phone Number Reject Patterns page, click the pattern to edit.
5. Specify the values for the **Pattern matching criteria**, and **Description** fields.
6. Click **Save** to make the changes permanent.

## Edit phone number reject pattern page field descriptions

Use to change the phone number reject pattern.


 **Note:**

If you change a reject pattern after uploading contacts, then the changed reject pattern is not applicable to existing the contact records. The new reject pattern takes effect only for uploads you run after the new reject pattern is saved.

Field or Button	Description
<b>Pattern Matching Criteria</b>	<p>Use to specify the phone number pattern which must be rejected. POM rejects all phone numbers which match the reject pattern. Reject patterns can be:</p> <ul style="list-style-type: none"> <li>• digits</li> <li>• *: Use as a wild card character. For example, 999* means any number starting with 999.</li> <li>• -: Use to specify a range of numbers. For example, 1–3, numbers from 1 to 3.</li> <li>• ?: Use to specify any single digit. One ? means 1 digit. For example 9?? means any 3 digit number starting with 9.</li> <li>• []; Use to specify either one of the number in the brackets. For example, [0–1] means any number starting with 0 or 1.</li> </ul> <p>POM provides a list of countries and the predefined reject patterns. For information about the reject patterns associated with countries, see <a href="#">Default phone reject patterns for countries</a> on page 261.</p> <p>For examples, see <a href="#">Examples</a> on page 259.</p>
<b>Description</b>	Use to specify a brief description for the reject pattern.
<b>Save</b>	Use to make the changes permanent.

## Editing phone number reject pattern

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click .
4. On the Manage Phone Number Reject Patterns page, select the phone reject pattern to edit.
5. Specify the value for the **Pattern matching criteria**.
6. Click **Save** to make the changes permanent.

## Time zone area code mapping page field descriptions

Use this page to map to specify phone number area code with time zone. POM uses this mapping while importing contacts to determine the time zones for phone numbers.



### \* Note:

While importing the phone numbers, if the contact records already have time zone values then POM does not determine the time zone using this mapping. POM uploads the contact with user specified time zone value.

For examples on how POM determines the mapping, see [Examples](#) on page 259.

Field or Button	Description
<b>Country Code</b>	Displays the country code.
<b>Country Name</b>	Displays the country name.
<b>Default Time zone</b>	Use the drop-down list to select the default time zone.
<b>Save</b>	Use to make the changes permanent.
<b>Search</b>	
<b>Time zone</b>	Use the drop-down list to search for area codes for the selected time zone
<b>Search for area code</b>	Use to specify an area code for which to search the standard phone number.
<b>Search</b>	Use to start the search.
<b>Time Zone</b>	Displays the time zone you select for the corresponding area code.
<b>Area Code</b>	Displays the area codes for the corresponding time zone.
<b>Guard Times</b>	Displays the guard times you have selected for specific time zone.
<b>Descriptions</b>	Use to specify a brief description for the mapping.
<b>Actions</b>	Use

## Phone Formats

Field or Button	Description
	 to edit the time zone area code mapping.  Use  to delete or remove the mapping.
<b>Add Time Zone</b>	Use to add a time zone for a country.

The table lists the Time Zone ids POM uses, internally for display names. These time zone ids are used to calculate time zone offset and the daylight saving time for the time zone.

Display Name	Time Zone Id
Newfoundland Standard Time	Canada/Newfoundland
Atlantic Standard Time (Daylight)	Canada/Atlantic
Atlantic Standard Time	SystemV/AST4
EST(Daylight)	EST5EDT
EST	EST
CST(Daylight)	CST6CDT
CST	SystemV/CST6
MST(Daylight)	MST7MDT
MST	MST
PST(Daylight)	PST8PDT
PST	SystemV/PST8
Alaska Standard Time	AST
Hawaii-Aleutian Standard Time(Daylight)	US/Aleutian
Hawaii-Aleutian Standard Time	HST
South Australia	Australia/South
North Australia	Australia/North

## Add time zone page field descriptions



Use this page to add a time zone to a country and a guard time.

When you specify a guard time, you can ensure that POM places the call only during the specific guard times. You can enable the guard times from the campaign strategy. For more information about guard times, see [About campaign strategies](#) on page 96.

 **Note:**

Guard times for any contact work only if you configure the guard times for a specific time zone. If you do not configure the guard time, or do not map the time zone to any area code, POM dials the numbers without any restrictions..

For examples on guard times, see [Examples](#) on page 259.


Field or Button	Description
<b>Country Name</b>	Displays the country name.
<b>Time Zone</b>	Use the drop-down list to select the time zone.
<b>Description</b>	Use to specify brief description for the time zone.
<b>Area Code and Phone Starting Digits</b>	
<b>Area code</b>	Use to specify an area code for the mapping.
<b>Phone Starting Digits</b>	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone number>. You can add multiple digits that are separated by commas and can also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Actions</b>	Use  to delete the mapping.
<b>Add</b>	Use to add more rows.
<b>Guard Times</b>	
<b>Start day</b>	Displays the start day for the guard time.
<b>End day</b>	Displays the end day for the guard time. For example, you can specify a guard time with start day as Monday and end day as Wednesday.
<b>Start Hour</b>	Displays the start time for the guard time.
<b>Start Minute</b>	Displays the start minute for the guard time.
<b>End Hour</b>	Displays the end time for the guard time. For example, you can specify the start time as 9:00 am in any time zone that you want and the end time as 5:00 pm in the same time zone.
<b>End Minute</b>	Displays the end minute for the guard time.
<b>Actions</b>	Use  to delete the guard time.
<b>Add</b>	Use to add more rows.
<b>Save</b>	Use to make the changes permanent.

## Adding time zone

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.


## Phone Formats


3. From the Manage Country Specific Setting page, click  to open the Manage Time Zone Area Code Mapping page.
4. Click **Add Time Zone**.
5. Specify the **Time Zone** and **Description** for the selected country.
6. Click **Save** to make the changes permanent.

## Edit time zone area code mapping page field descriptions

Use this page to edit the time zone area code mapping for a selected country.



When you specify a guard time, you can restrict the contact calling time based on the contact and the contact time zone. You can then enable the guard time from the contact strategy. You can specify more than one guard times, provided the guard times do not overlap.

Field or Button	Description
<b>Country code</b>	This field cannot be edited. Displays the country code you select for which to edit the mapping.
<b>Country name</b>	This field cannot be edited. Displays the country name you select for which to edit the mapping.
<b>Time zone</b>	This field cannot be edited. Displays the time zone for which to edit the mapping.
<b>Description</b>	Use to specify a brief description.
<b>Area code</b>	Use to specify an area code for the mapping.
<b>Phone Starting Digits</b>	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone number>. You can add multiple digits separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Actions</b>	Use  to delete the mapping.
<b>Add</b>	Use to add more rows.
<b>Guard Times</b>	
<b>Start day</b>	Displays the start day for the guard time.
<b>End day</b>	Displays the end day for the guard time. For example, you can specify a guard time with start day as Monday and end day as Wednesday.
<b>Start Hour</b>	Displays the start time for the guard time.
<b>Start Minute</b>	Displays the start minute for the guard time.
<b>End Hour</b>	Displays the end time for the guard time. For example, you can specify the start time as 9:00 am in any time zone you want and the end time as 5:00 pm in the same time zone.

Field or Button	Description
<b>End Minute</b>	Displays the end minute for the guard time.
<b>Actions</b>	Use  to delete the guard time.
<b>Add</b>	Use to add more rows.
<b>Save</b>	Use to make the changes permanent.

## Editing time zone area code mapping

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. From the Manage Country Specific Setting page, click  to open the Manage Time Zone Area Code Mapping page.
4. Click  to edit the mapping.
5. Specify the new **Area Code**, **Phone Starting Digits**.
6. Click **Save** to make the changes permanent.


## Phone starting digits for time zone page field descriptions

Use this page to edit the phone starting digits for a specific time zone. You can add multiple phone starting digits with a single click.

Field or Button	Description
<b>Area Code</b>	Displays the area code you select.
<b>Phone Starting Digits</b>	Use to specify starting digits of a phone number. A standard phone number is of format <area code> <phone-number>. You can add multiple digits separated by commas and can also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Save</b>	Use to make the changes permanent.



## Editing the phone starting digits for time zone

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click .
4. On the Time Zone Area Code Mapping page, click the area code from the list of time zones for which to edit the phone starting digits.
5. On the Phone Starting Digits window add or edit the phone starting digits in the text box.
6. Click **Save** to make the changes permanent.


## Dialing rule page field descriptions

A dialing rule converts the standard phone number to a dial format number. The dialing rule takes the standard phone number and the country code as input and applies the appropriate rule. These rules are applied only for dialing, and the standard phone numbers in the POM system are not changed.

Field or Button	Description
<b>Country Code</b>	Displays the country code.
<b>Country Name</b>	Displays the country name.
<b>Strip</b>	Use to specify the number of digits to remove from the start of the standard phone number, before you apply a prefix.
<b>Prefix</b>	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *, -. For example, you can have prefixes like *9, or #9.
<b>Area Code</b>	Use to specify an area code for the selected country.
<b>Descriptions</b>	Use to specify a brief description about the dialing rule.
<b>Actions</b>	Use  to edit the dialing rule. Use  to delete the dialing rule.
<b>Add</b>	Use to add a new dialing rule.


## Add dialing rule page field descriptions

Use this page to add a new dialing rule.

Field or Button	Description
<b>Country code</b>	Displays the country code.
<b>Country name</b>	Displays the country name.
<b>Strip</b>	Use to specify the number of digits to remove from the start of the standard phone number before you apply the prefix.
<b>Prefix</b>	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *, -. For example, you can have prefixes like *9, or #9
<b>Description</b>	Use to specify a brief description for the dialing rule.
<b>Area Code</b>	Use to specify area code for which the specified dialing rule is applicable. Dialing rule with no area code acts as default dialing rule for that country. There can be only one default dialing rule for a country.
<b>Phone Starting Digits</b>	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number>. You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Actions</b>	Use  to delete the dialing rule.
<b>Add more rows</b>	You can add more than 1 record at a single click. You can specify a dialing rule for different area codes at one time.
<b>Add</b>	Use to add more rows.
<b>Save</b>	Use to make the changes to the dialing rule permanent.


## Adding dialing rule

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click .
4. On the Dialing Rule page, click **Add**.
5. Specify values for **Strip**, **Prefix**, and **Description**, **Area Code**, and **Phone Starting Digits**.
6. Click **Save** to make the changes permanent.


## Edit dialing rule page field descriptions

Use this page to edit the dialing rule.

Field or Button	Description
<b>Country code</b>	Displays the country code.
<b>Country name</b>	Displays the country name.
<b>Strip</b>	Use to specify the number of digits to remove from the start of the standard phone number before you apply the prefix.
<b>Prefix</b>	Use to specify special characters/digits that are prefixed to the standard phone number before dialing. You can specify special characters such as #, *, -. For example, you can have prefixes like *9, or #9.
<b>Description</b>	Use to specify a brief description for the dialing rule.
<b>Area Code</b>	Use to specify area code for which the specified dialing rule is applicable. Dialing rule with no area code acts as default dialing rule for that country. There can be only one default dialing rule for a country.
<b>Phone Starting Digits</b>	Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number>. You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Actions</b>	Use  to delete the dialing rule.
<b>Add more rows</b>	You can add more than 1 record at a single click. You can specify a dialing rule for different area codes at one time.
<b>Add</b>	Use to add more rows.
<b>Save</b>	Use to make the changes to the dialing rule permanent.

## Editing dialing rule

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page, click .
4. On the Dialing Rule page, click the dialing rule to edit.
5. Specify values for **Strip**, **Prefix**, and **Description**, **Area Code**, and **Phone Starting Digits**.
6. Click **Save** to make the changes permanent.


## Phone starting digits for dialing rule page field descriptions

Use this page to edit the phone starting digits for a specific dialing rule.

Field or Button	Description
<b>Area Code</b>	Displays the area code you select.
<b>Phone Starting Digits</b>	Use the text box to edit the phone starting digits for the selected dialing rule. Use to specify starting digits of a phone number. A standard phone number is of format <area-code> <phone-number> . You can add multiple digits that are separated by commas and also use an — to specify a range of digits. For example, the starting digits can be 567, 578, 580–585, 590.
<b>Save</b>	Use to make the changes permanent.

## Editing phone starting digits for dialing rule

### Procedure

1. In the left pane, select **POM > POM Home**.
2. From the drop-down menu, select **Configurations > Phone Formats**.
3. On the Manage Country Specific Setting page , click .
4. On the Dialing Rule page, click the area code for which to edit the phone starting digits.
5. In the Phone Starting Digits window, add or edit the phone starting digits in the text box.
6. Click **Save** to make the changes permanent.

## Examples

This topic provides a list of examples for phone formats, dialing rules, reject patterns, and time zone area code mapping.

### Examples for phone formats

POM provides a list of G13 and other countries with the country codes and the phone formats. You can add a new country with the phone formats to the POM database. Once you add a new country with the phone formats, you can then apply the other features such as the dialing rules, reject patterns, and time zone area code mapping to the phone numbers belonging to specific country. You must provide the country name, country code, standard phone length, and the prefix while adding a new country.

## Examples for reject patterns

You can specify a reject pattern for the phone number at a global level or a country specific pattern.

Original number	After applying reject pattern
For USA [0–1]*	POM rejects all numbers starting with 0 or For example, 189–730– (5687)
277–777–7789	Apply a global reject pattern — *7777777* which means a number starting with any digit, followed by 7 zeros, followed by any digit. So POM does not import the phone number.
998–456–4536	Apply a user defined pattern — 99* which means any number starting with 99. So POM does not import the phone number.

## Examples for time zone and the area code mapping

In the Global Configuration, add the Home Country as India, and the country code separator as #. Assume that the time zone of the zone for the contact list import is GMT+05:30.

Original number	Description
1#520–555–4567	The country code for this number is 1 and the area code is 520, This area is mapped to MST. in the POM database. So POM determines the time zone for the number as MST.
52#051–2345	The country code for this number is 52, but the number does not match with any of the area code time zone mapping defined for this country in the POM database and country 52 does not have a default time zone specified and hence the time zone of the zone for which contact is going to import, is used, which is GMT+5:30.
520–123–4567	The number does not contain a country code separator so POM uses the default country code of the country defined as Home country — in this case India. There is only one time zone defined (GMT+5:30) for India in the POM database, so POM uses (GMT+5:30) as the time-zone.

## Examples for time zone and the area code mapping with guard times

Time zone	Area code	Phone starting digits	Guard times
EST	521	622 ,623 ,631-634, 637, 638, 641-645, 647, 653, 662	Sun-Sat 8:00 20:45
EST (Daylight)	215	Not defined	Mon-Sat 8:00 20:45 Sun 13:30 20:45
EST	Not defined	Not defined	Sun-Sat 9:00 19:45
PST	250	237, 239	Sun-Sat 8:00 20:45

Original number	Time zone	Description
521–631–6756	EST	The area code and the phone starting digits matches with the EST time zone. POM dials the number in the specified guard times between Sunday to Saturday from 8 am in the morning to 8:45 pm in the evening.
215–234–4345	EST (Daylight)	The area code matches with the EST5EDT ( EST Daylight ). POM dials the number in the specified guard times between Monday to

Original number	Time zone	Description
		Saturday from 8 am in the morning to 8:45 pm in the evening and on Sunday from 1:30 pm in the noon to 8:45 pm in the evening.
543-243-8974	EST	There is no area code mapping for the EST time zone, but there is EST time zone entry without any area code and the phone start digits so POM considers the phone number as default entry for EST. POM dials the number in the specified guard time between Sunday to Saturday from 7 am in the morning to 19:45 pm.
250-234-1236	PST	POM does not find a match for 250 area code with phone start digits in PST time zone. POM applies no guard times and dials the number without any restriction.
523-631-1289	AST	There is no such time zone configured. POM applies no guard time and dials the number without any restriction.

### Examples for dialing rule

Consider the dialing rule for US as:

Strip	Prefix	Area code	Phone Starting Digits
0	1	-	-
3	1	408	-
2	#9	408	222

POM uses the dialing rule for US for the following numbers:

Original number	Description
308-1236-751	The area code 308 does not match any area code in the dialing rules, so POM applies the default dialing rule. POM dials the number as 1-308-123-6751.
408-123-6751	The area code 408 matches with area code present in the dialing rules, so POM applies the second dialing rule. POM dials the number as 1-123-6751.
408-222-3456	The area code - phone starting digit (408-222) matches with the third dialing rule. POM dials the number as #982223456.

## Default phone number reject patterns for countries

This page provides a list of default phone number reject patterns for specified countries. You can edit the existing or add new reject patterns depending on your requirement.

Reject Pattern	Description
<b>United Kingdom</b>	
999*	United Kingdom emergency number
<b>USA and Canada</b>	
[0-1]*	USA area code must be >= 200

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Reject Pattern	Description
???911*	USA emergency number
<b>South Africa</b>	
10111	South Africa emergency number
<b>Mexico</b>	
06	Mexico Police
08	Mexico Police
<b>South Korea</b>	
101*	South Korean request for long distance call
107*	South Korean application for long distance call
110*	South Korean report phone service trouble Confirming
112*	South Korean report a crime or criminal Confirming
113*	South Korean report public safety Confirming
114*	South Korean phone number information (directory assistance ?)
115*	South Korean application for domestic telegraph
116*	South Korean time-of-day information Confirming
119*	South Korean report fire Confirming
120*	South Korean civil affairs information
123*	South Korean report water service trouble
127*	South Korean report power service trouble
129*	South Korean report illegal drug
131*	South Korean weather forecast
134*	South Korean travel information
141*	South Korean voice mailing service
151*	South Korean voice mailing service
152*	South Korean voice mailing service
182*	South Korean detective service
188*	South Korean report to the Board of Audit and Inspection
0074*	South Korean request for international call Confirming
0075*	South Korean application for international telegraph
0077*	South Korean application for international call
321166*	South Korean (Inchon) automatic report of phone trouble
511166*	South Korean (Pusan) automatic report of phone trouble
531166*	South Korean (Taegu) automatic report of phone trouble
621166*	South Korean (Kwangju) automatic report of phone trouble
21166*	South Korean (Seoul) automatic report of phone trouble
421166*	South Korean (Taejon) automatic report of phone trouble

Default phone number reject patterns for countries



Reject Pattern	Description
<b>Japan</b>	
[1-9]*	Japan area code must begin with 0
0990*	Japan 1-900 type number
<b>Ireland</b>	
*999*	Ireland emergency number
<b>China</b>	
110*	China Emergency number
119*	China Fire Emergency number
<b>Chile</b>	
131	Chile Ambulance
132	Chile Fire
133	Chile Police
700*	Chile uncallable
800*	Chile uncallable
900*	Chile uncallable
<b>Australia</b>	
000*	Australia emergency number
0055*	Australia 1-900 type number
1144*	Australia emergency number
<b>Russia and Kazakhstan</b>	
0*	Russia reserved
1*	Russia reserved
2*	Russia reserved
5*	Russia reserved
6*	Russia reserved
7*	Russia reserved

## Chapter 23: CC Elite Configurations

### Configure CTI setup details, CMS setup details, and POM skills page field descriptions

Use this page to view the Call Management System (CMS) server setup and associated skills in POM database with CC Elite skills.


The following table lists the CTI configuration details.

Field or Button	Description
<b>CTI Configuration</b>	
<b>CTI group name</b>	Use to specify a unique identifier for the CTI group.
<b>CM IP address</b>	Specify the IP address of the system where you have installed Avaya Aura® Communication Manager and configured the agents.  <div>  <b>Note:</b>            In POM 3.0.1, you can configure only one Automated Call Distributor (ACD).         </div>
<b>CM login</b>	Specify the login user name to login to Avaya Aura® Communication Manager. The default user name is init.
<b>CM password</b>	Specify the password to login to Avaya Aura® Communication Manager.
<b>AES IP address</b>	Specify the IP address of the system where you have installed Application Enablement Services.
<b>CTI group role</b>	Specify the group role as Active or Standby. You must ensure that the group you use is Active.
<b>Action</b>	Use  to delete the CTI details.
<b>Add CTI Detail</b>	Use to add CTI details.


The following table lists the CMS configuration details.

Field or Button	Description
<b>CMS Configuration</b>	
<b>Server Name</b>	Displays a unique name for the CMS server.
<b>Server IP address</b>	Displays a unique CMS server IP address.

Configure CTI setup details, CMS setup details, and POM skills page field descriptions

Field or Button	Description
<b>Server IP Port</b>	Displays the port number on which POM listens to the CMS server.
<b>Server Role</b>	Displays as either Standby or Active. You can have only one active role.
<b>Action</b>	Use  to delete the CMS details. You can delete only those CMS servers which are in standby role.
<b>Add CMS Configuration</b>	Use to add the CMS server configuration.


The following table lists the different filters used to filter the data as per different skills:

Field or Button	Description
<b>Skillset Name</b>	Use the drop-down list to choose a query option 'All/Contains/Starts with' and specify the search string for skill in the text box. This parameter is used for pacing.
<b>Skillset Type</b>	Use the drop-down list to choose a query option as either Inbound or Outbound. This parameter is used for pacing.   <b>Note:</b> You can view the inbound skills that you add from CMS in POM monitor under the Inbound Skills view.
<b>Skills</b>	Use the drop-down list to choose a query option either as Blending Monitored, or Blending Unmonitored, or Pacing Monitored, or Pacing Unmonitored.
<b>Show</b>	Displays the search results based on the search criteria you specify.

The following table lists the mapping with Call Center Elite.

Field or Button	Description
<b>CC Elite Skill Number</b>	Displays a unique number mapped to the Call Center Elite skill number. This parameter is used for pacing.
<b>POM Skill Name</b>	Displays a unique name given to CC Elite skill number. This parameter is used for pacing.
<b>Skill Type</b>	Displays the skill type. This parameter is used for pacing.
<b>Parameter to Monitor for Blending</b>	Use to choose the parameter to set for blending. You can choose any one from: <ul style="list-style-type: none"> <li>• Queue Length</li> <li>• Avg Speed of Answer (ASA)</li> <li>• Expected Wait Time (EWT)</li> <li>• Percentage (%) Service Level</li> </ul>
<b>Agent Acquire Threshold</b>	The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending.

## CC Elite Configurations

Field or Button	Description
	For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.
<b>Agent Release Threshold</b>	<p>The value indicates that when the traffic is above the value the skill is in bad shape and if any blend agents are there, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending.</p> <p>For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.</p>
<b>Agent Release Interval (seconds)</b>	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
<b>Monitor for Blend</b>	Displays whether the inbound skill is enabled for blending.
<b>Monitor for Pacing</b>	<p>Displays whether the inbound skill is enabled for pacing.</p> <p>If you disable the skill for pacing, while the skill-based campaign is running, the changes do not take effect immediately on the running campaign. You must stop the skill-based campaign manually and change the skill being monitored from the campaign strategy.</p>
<b>Zone Name</b>	Displays the zone blender name that monitors the selected skill.
<b>Action</b>	Use  to delete the skill mapping details. You cannot delete the skill if the skill is associated with a campaign strategy.
<b>Add Skill</b>	Use to map CC Elite skill number to a user specified POM skill name. This parameter is used for pacing.

## Add CTI details page field descriptions

Use this page to set up CTI details.

Field or Button	Description
<b>Add CTI configuration</b>	

Field or Button	Description
<b>CTI group name</b>	Use to specify a unique identifier for the CTI group.
<b>CM IP address</b>	Specify the IP address of the system where you have installed Avaya Aura® Communication Manager.
<b>CM login</b>	Specify the login user name to login to Avaya Aura® Communication Manager. The default user name is init.
<b>CM password</b>	Specify the password to login to Avaya Aura® Communication Manager.
<b>AES IP address</b>	Specify the IP address of the system where you have installed Application Enablement Services.
<b>CTI group role</b>	Specify the group role as Active or Standby. You must ensure that the group you use is Active.
<b>Save</b>	Use to make the changes permanent.

---

## Edit CTI details page field descriptions

Use to edit the CTI details. You cannot edit the CTI group name after specifying it once.

Field or Button	Description
<b>Edit CTI configuration</b>	
<b>CTI group name</b>	Use to specify a unique identifier for the CTI group.
<b>CM IP address</b>	Specify the IP address of the system where you have installed Avaya Aura® Communication Manager.
<b>CM login</b>	Specify the login user name to login to Avaya Aura® Communication Manager. The default user name is init.
<b>CM password</b>	Specify the password to login to Avaya Aura® Communication Manager.
<b>AES IP address</b>	Specify the IP address of the system where you have installed Application Enablement Services.
<b>CTI group role</b>	Specify the group role as Active or Standby. You must ensure that the group you use is Active.
<b>Save</b>	Use to make the changes permanent.

---

## Add CMS Connectivity and Roles page field descriptions

Use this page to setup the Call Management System (CMS) connectivity and define roles.

Field or Button	Description
<b>Add CMS Configuration</b>	

Field or Button	Description
<b>Server Name</b>	Use to specify a unique CMS server name.
<b>Server IP Address</b>	Use to specify a unique CMS server IP address.
<b>Server IP Port</b>	Use to specify the port number on which POM listens to the CMS server.  * <b>Note:</b> Ensure that this port number is same as the port number configured on CMS server.
<b>Server Role</b>	Use the drop-down list to select Active or Standby. You can have only one active CMS server role and you cannot delete the active role.
<b>Agent Thrashing Interval (seconds)</b>	Use to specify the thrashing intervals. Thrashing time prevents the blend agents getting thrashed between inbound and outbound. If an agent is released/acquired then the agent cannot again be acquired/released before the thrashing time as this can cause the agent moving between inbound and outbound too frequently causing his productivity to decline.
<b>Save</b>	Use to make the changes permanent.

## Edit CMS connectivity and role page field descriptions

Use this page to edit the CMS connectivity and define roles.

Field or Button	Description
<b>Edit CMS Configuration</b>	
<b>Server Name</b>	Displays the unique CMS server name. You cannot edit the CMS server name.
<b>Server IP Address</b>	Use to specify a unique CMS server IP address.
<b>Server IP Port</b>	Use to specify the port number on which POM listens to the CMS server.  * <b>Note:</b> Ensure that this port number is same as the port number that is configured on CMS server.
<b>Server Role</b>	Use the drop-down list to select Active or Standby. You can have only one active CMS server role.
<b>Save</b>	Use to make the changes permanent.

## Create POM skills page field descriptions

Use this page to create skill in POM and map the skill with CC Elite skill number.

Field or Button	Description
<b>CC Elite Skill Number</b>	Displays the skill number configured on CM Avaya Aura <sup>®</sup> Communication Manager
<b>POM Skill Name</b>	Use to specify a unique skill name.
<b>Skill Type</b>	Use the drop-down list to specify the value as inbound or outbound.
<b>Parameter to Monitor for Blending</b>	<p>Use to choose the parameter to set for blending. You can choose any one from:</p> <ul style="list-style-type: none"> <li>• Queue Length</li> <li>• Avg Speed of Answer (ASA)</li> <li>• Expected Wait Time (EWT)</li> <li>• Percentage (%) Service Level</li> </ul>
<b>Agent Acquire Threshold</b>	<p>The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending.</p> <p>For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.</p>
<b>Agent Release Threshold</b>	<p>The value indicates that when the traffic is above the value the skill is in bad shape and if there are any blend agents, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending.</p> <p>For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.</p>
<b>Agent Release Interval (seconds)</b>	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
<b>Monitor for Blend</b>	Displays whether the inbound skill is enabled for blending.
<b>Monitor for Pacing</b>	Displays whether the inbound skill is enabled for pacing.
<b>Zone Name</b>	Displays the zone blender name that monitors the selected skill.
<b>Add</b>	Use to add more rows. You can insert up to 20 skills at one go.
<b>Save</b>	Use to make the changes permanent.

## Edit POM skills page field descriptions

Use this page to edit the POM skills. You cannot edit the Call Center Elite skill number and POM skill name.

Field or Button	Description
<b>CC Elite Skill Number</b>	Displays the unique Call Center Elite skill number. You cannot edit the field.
<b>POM Skill Name</b>	Displays the unique skill name. You cannot edit the field.
<b>Skill Type</b>	Use the drop-down list to specify the value as inbound or outbound.
<b>Parameter to Monitor for Blending</b>	Use to choose the parameter to set for blending. You can choose any one from: <ul style="list-style-type: none"> <li>• Queue Length</li> <li>• Avg Speed of Answer (ASA)</li> <li>• Expected Wait Time (EWT)</li> <li>• Percentage (%) Service Level</li> </ul>
<b>Agent Acquire Threshold</b>	The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents. This parameter is used for blending.  For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.
<b>Agent Release Threshold</b>	The value indicates that when the traffic is above the value the skill is in bad shape and if there are any blend agents, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls. This parameter is used for blending.  For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.
<b>Agent Release Interval (seconds)</b>	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound. This parameter is used for blending.
<b>Monitor for Blend</b>	Displays whether the inbound skill is enabled for blending.
<b>Monitor for Pacing</b>	Displays whether the inbound skill is enabled for pacing.
<b>Save</b>	Use to make the changes permanent.

## Chapter 24: AACC configuration page field descriptions

Use this page to configure the AACC configuration parameters. For more information about the following AACC configuration parameters, see *Avaya Aura® Contact Center* documentation on the Avaya support site at <http://support.avaya.com>.

Field or Button	Description
<b>AACC Web service IP address</b>	Specify the IP address of the AACC Web service. The default address is 127.0.0.1.
<b>AACC Web service user name</b>	Specify the AACC Web service user name. The default user name is webadmin.
<b>AACC Web service password</b>	Specify the AACC Web service password.
<b>AACC Multicast IP address</b>	Specify the AACC multicast IP address.
<b>AACC Hostname</b>	Specify the AACC host name.

For more information on running agent-based campaigns using AACC, see *Avaya Aura® Contact Center — Proactive Outreach Manager Integration*

# Chapter 25: POM monitor

## About POM monitor

Use the POM monitor for real-time monitoring of the active campaigns, data imports, and DNC imports. You can pause, resume, stop campaigns, track the status of the campaigns, data imports, and DNC imports. You can also pause and resume campaigns and track the flow of the campaign. This is useful to track if the campaign or the data import appears to be stuck.

You can access the POM monitor from the auxiliary POM server to monitor the campaigns, data imports, and DNC imports through the auxiliary POM server. You can access the monitor from auxiliary POM server using `https://<Aux POM Server IP address>/VP_POM_Monitor/faces/login.xhtml` in cases where you install POM on Avaya Aura® Experience Portal.

Also, you can use a command line utility to run, pause, resume, and stop the campaigns. You must run the script `manageCampaign.sh`, located at `$POM_HOME/bin/`. The script file requires three parameters, namely, the POM server IP address, user name, and the password.



A global user can monitor all campaigns, data imports, and DNC imports across organizations. An Org user can monitor campaigns, data imports and DNC imports that are created by the users belonging to the specific organization.


### \* Note:

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Voice Portal or Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

## Active campaigns page field descriptions

Use this page to view and monitor all active campaigns. You can monitor multiple campaigns and can view the details of the campaigns.

Button	Description
	Use to manage zone failover settings.
	Use to customize the POM monitor based on user preferences.

Button	Description
	Use to switch to full screen mode.
<b>Selection Box</b>	Use the selection box to select one or more than one active campaigns.

Field	Description
<b>Campaign name</b>	Displays the name of the active campaign.
<b>Campaign type</b>	Displays the campaign type as finite or infinite.
<b>Job ID</b>	Displays the job ID for the campaign.
<b>Status</b>	Displays the status of the campaign.
<b>Contact list</b>	Displays the contact list associated with the campaign.
<b>Organization</b>	Displays the organization to which the campaign belongs.
<b>Start Time</b>	Displays the time when the campaign started.
<b>Total Contacts</b>	Displays the total number of contacts in the contact list associated with the campaign.
<b>Processed Contacts</b>	Displays the total number of processed contacts for the campaign.
<b>Agents</b>	Displays the agents for the campaign.

When you select one or more campaigns using the selection box, you can click **Monitor Campaigns** to view the campaign details on the Multiple Campaign Summary screen. You can select one or more campaigns using the selection box, and then click **Stop Campaigns** to stop the running campaigns.

**+ Tip:**

If you open any of the pages in a new tab in the browser, logout from the parent window and then again log in. After logging in, you might get an error opening the POM monitor pages. When you have more than one tabs in the same browser for different pages, the browser runs multiple VPMS or EPM sessions in the background. So you might encounter an error.

## Active data imports page field descriptions

Use this page to monitor and view all active data imports.

Field or Button	Description
<b>Data import name</b>	Displays the name of the data source.
<b>Contact list name</b>	Displays the name of the contact list associated with the data source.
<b>Job ID</b>	Displays the job ID of the running job.
<b>Status</b>	Displays the status of the running job.
<b>Organization</b>	Displays the name of the organization associated with the data source.
<b>Processed contacts</b>	Displays the total number of processed records for the running job.

## Active DNC import page field descriptions

Use this page to monitor all active DNC import jobs.

Field or Button	Description
<b>DNC import name</b>	Displays the name of the DNC import job.
<b>DNC list name</b>	Displays the name of the DNC list associated with the running job.
<b>Job ID</b>	Displays the job ID of the running job.
<b>Status</b>	Displays the status of the running job.
<b>Organization</b>	Displays the organization associated with the running job.
<b>Processed contacts</b>	Displays the total number of processed records for the running job.

## Active agents page field descriptions

Use this page to monitor and view all active agents.

You can filter the agent information based on agent, agentID extension, job ID, in addition to the zones, agent job states, agent states, and agent nailing states.

You can select multiple values for all filters. If you are filtering agent information using agent ID or agent extension, you cannot use the agent state, job state, and nailing state filters.

You can see the total count of agents on the top of the page for every selected filter.

You can configure the number of agents information that you want to display on the page by specifying a value for POM Monitor agent page size parameter on the Global Configurations page.

Field or Button	Description
<b>Agent Filter</b>	
Select	Use to specify the select criteria for filtering the agent information. You can choose: <ul style="list-style-type: none"> <li>• Agent</li> <li>• Agent Extension</li> <li>• Job ID</li> </ul>
Textbox	Enter the filter criteria manually. For example, you can enter the agent extension in the text box to filter the agent information based on the agent extension.
<b>Zones</b>	Use to specify the zone for which to filter the agent information.
<b>Agent States</b>	Use to specify the agent states for filtering the agent information. You can filter the information on: <ul style="list-style-type: none"> <li>• All States</li> <li>• Ready</li> <li>• Busy</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Work Not Ready</li> <li>• Not Ready</li> <li>• Pending Not Ready Manual</li> <li>• Pending Logout Manual</li> </ul> <p>For more information about agent states, see <a href="#">AgentsStatesJobStates</a> on page 23.</p>
<b>Agent Job States</b>	<p>Use to specify the agent job states for filtering the agent information. You can filter the information on:</p> <ul style="list-style-type: none"> <li>• All States</li> <li>• Job Attached</li> <li>• Job Detached</li> <li>• Job End</li> <li>• Inbound</li> <li>• Pending Inbound</li> <li>• Pending Outbound</li> <li>• Pending Inbound Manual</li> <li>• Pending Job Movement</li> <li>• Pending Job Attach</li> </ul> <p>For more information about agent states, see <a href="#">AgentsStatesJobStates</a> on page 23.</p>
<b>Agent Nailing States</b>	<p>Use to specify the job states for filtering the agent information. You can filter the information on:</p> <ul style="list-style-type: none"> <li>• All Nailed States</li> <li>• Nailed</li> <li>• Pending Nailup</li> <li>• Pending Nailup Drop</li> <li>• UnNailed</li> <li>• ReNailing</li> </ul>
<b>Filter</b>	Use to filter the agent information.

You can control the agent and the agent state using the Agents View page.

For CC Elite mode, if you right-click the Agents View page, you see the following options:

- Release from Outbound
- Move To Another Job
- Forced Break
- Forced Logout

For AACC mode, if you right-click the Agents View page, you can see only one option; Move to Another Job.

**\* Note:**

If an agent has a Pending Callback or Pending Consult request, the agent manager ignores the Move To Another Job and Release from Outbound requests of an agent from Active Agents screen. The administrator must monitor the agent job states of the agent. If the agent job state of the agent changes to Pending Manual Job Move or Pending Manual Inbound for Manual job movement and Release from Outbound requests respectively, only in that case, the administrator must consider the manual movement of the agent is complete. If the agent job state does not change to Pending Manual Job Move or Pending Manual Inbound, the administrator can retry to process the Move To Another Job and Release from Outbound requests. The Agent manager raises an event if the agent movement is not possible.

Field or Button	Description
<b>Agent</b>	Displays the agent ID.
<b>Agent Extension</b>	Displays the extension number the agent uses for making the calls.
<b>Agent Name</b>	Displays the agent name.
<b>Skills</b>	Displays the skills you have configured in CC Elite and mapped with POM skills.
<b>Agent State</b>	<p>Displays the current agent state. The agent state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Ready: The agent is ready to take a call.</li> <li>• Busy: The agent is busy with a call and cannot take another call.</li> <li>• Work Not Ready: The agent is busy with the call wrap up and cannot take another call.</li> <li>• Not Ready: The agent is not ready to take a call.</li> <li>• Pending Not Ready: The agent has marked Not Ready, but is currently in a call. When the current call is over, the agent switches to Not Ready state and cannot take another call.</li> </ul>
<b>Call State</b>	<p>Displays the current call state. The call state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Idle: The agent is ready and waiting for call.</li> <li>• Talking: The agent is talking on a call.</li> <li>• Wrap up: The agent is finished talking on a call, but is wrapping up the call or making notes.</li> <li>• Hold: The agent has put the call on hold.</li> <li>• Consult: The agent is on the call consulting another agent.</li> <li>• Conference Owner: The agent has initiated a conference call with other agent and the agent who starts the call is the Conference Owner.</li> <li>• Conference Passive: The other agent participating in the conference call is the Conference Passive.</li> <li>• Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is previewing the information and dials a call.</li> <li>• Callback: The agent is doing a callback.</li> <li>• Pending Call: The agent is currently in a call and has another call assigned.</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Pending Callback: The agent is on call and pending callback is offered to agent.</li> <li>• Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is dialing a call after seeing the preview.</li> <li>• Job End:</li> <li>• Pending Job Attach</li> <li>• Call Connect</li> </ul>
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.
<b>Job Id</b>	Displays the job Id to which the agent is attached.
<b>Task</b>	Displays the current task for the job.
<b>Zone Name</b>	Displays the zone of the agent.
<b>Agent Job State</b>	<p>Displays the agent job state. The job state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• JobAttached</li> <li>• JobDetached</li> <li>• JobEnd</li> <li>• JobInbound</li> <li>• Pending Inbound</li> <li>• Pending Outbound</li> </ul>
<b>Nail State</b>	<p>Displays the agent nailing state. The nailing state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• All Nailed States</li> <li>• Nailed</li> <li>• Pending Nailup</li> <li>• Pending Nailup Drop</li> <li>• UnNailed</li> <li>• ReNailing</li> </ul>
<b>State Time</b>	Displays the timestamp since when the selected agent is in the given state.
<b>Locale</b>	Displays the locale of the agent.
<b>Inbound Count</b>	Displays the number of times the agent was attached to the Inbound work during the current job.
<b>Inbound Duration%</b>	Displays the percentage % for which the agent is attached to any job with respect to the total Inbound time.
<b>Off Job Idle Duration</b>	Displays the time for which the agent is Ready, but no job is assigned to the agent.
<b>Off Job Idle Duration %</b>	Displays the percentage % for which the agent was waiting for a job with respect to the total Outbound time.
<b>Login Time</b>	Displays the time when the agent logs in. The login time is localized.
<b>Off Break Duration</b>	Displays the break time when the agent is not attached to any job.

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Field or Button	Description
<b>Off Break Duration %</b>	Displays the percentage % for which the agent is not attached to any job with respect to the total Outbound time.
<b>Outbound Duration</b>	Displays the agent outbound duration.
<b>Outbound Duration %</b>	Displays the percentage % time for which the agent was Outbound with respect to the agent login time.

## Inbound skills page field descriptions

Inbound Queue view shows all inbound skills monitored for blending for CCElite and the skills POM uses for skill based pacing for CCElite and AACC. For more information about skills, see *CCElite Configurations*

Field or Button	Description
<b>Zone Name</b>	Displays the zone
<b>Skill</b>	Displays the skill you have defined on the CC Elite page.
<b>Skill No</b>	Displays the skill number you have defined on the CC Elite page.
<b>Queue Length</b>	Displays the number of calls in the wait queue for the inbound skills.
<b>Expected Wait Time</b>	Displays the expected time for which the call waits in the queue before the call is answered.
<b>Avg Speed of Answer</b>	Displays the average time in which the agent answers the call.
<b>% Answered within Service Levels</b>	Displays the percentage of calls the agents answers to achieve the specified service level.
<b>Agent Acquire Threshold</b>	<p>The value indicates that when traffic is below the specified value, the inbound skill is in good shape and if any blend agents were released, the system can acquire the agents.</p> <p>This parameter is used for blending.</p> <p>For example, if the agent acquire threshold value is 20 and the current Queue Length is less than 20 and any blend agents are released, the system can acquire the agents.</p>
<b>Agent Release Threshold</b>	<p>The value indicates that when the traffic is above the value the skill is in bad shape and if there are any blend agents, having the skill in question, those agents must be released from outbound to enable them to take up inbound calls.</p> <p>This parameter is used for blending.</p> <p>For example, if the agent release threshold value is 30 and the current Queue Length is more than 30, the system can release the agents.</p>
<b>Agent Release Interval (seconds)</b>	The interval between successive release of agents. If a skill is in trouble, blender notifies agent manager to release a particular agent. However, it might take some time for agent to be actually unnailed as the agent might be attending the call. Also after the agent is unnailed and starts taking

Field or Button	Description
	inbound calls it might take some time for the skill to appear in good shape. Hence if the release interval is not specified, blender might end up releasing all agents to inbound.  This parameter is used for blending.

## License summary page field descriptions

Use this page to get information about the allocated licenses for running jobs.

Field or Button	Description
<b>Campaign Name</b>	Displays the name of the campaign having running jobs.
<b>Job Id</b>	Displays the job id of the running job.
<b>Action Name</b>	Displays the action, whether the action is a call, or SMS, or email, or custom.
<b>Zone Name</b>	Displays the name of the zone having running jobs.
<b>Ports</b>	Displays the ports used for the running jobs.
<b>Preview Agents</b>	Displays the preview license allocated for the specified job, action, and zone.
<b>Predictive Agents</b>	Displays the predictive license allocated for the specified job, action, and zone.
<b>Allocation Type</b>	Displays whether the licenses allocated are Reserved or Dynamic. For more information about reserved and dynamic licenses, see <i>Proactive Outreach Manager Overview and Specification</i> .

## Campaign detail view page field descriptions

Use this page to view the details for the selected campaign. Depending on the settings that you select in the User Preferences window, you see additional or lesser fields. By default you see the trend chart in the right pane of the window. If you click the name in the completion code view, you can switch to the Completion Code View where the system displays the details of the completion code.

### **Note:**

If a campaign or a scheduled campaign job references a contact list for which the import is in the "error state", the status of campaign or the scheduled campaign job remains "Queued, filter in progress", until you manually stop the import.

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## Campaign View

Field or Button	Description
<b>Name</b>	Displays the name of the campaign.
<b>Campaign Type</b>	Displays the campaign type as finite or infinite.
<b>Job ID</b>	Displays the job ID for the campaign.
<b>Job status</b>	Displays the job status for the campaign.
<b>Percent completed</b>	Displays the percentage completed of processed records for the selected campaign.
<b>Processed Contacts</b>	Displays the total number of processed contacts for the campaign.
<b>Total Contacts</b>	Displays the total number of contacts in the contact list associated with the campaign.
<b>Contact List</b>	Displays the name of the contact list associated with the campaign.
<b>Campaign Strategy</b>	Displays the name of the campaign strategy associated with the campaign.
<b>Start Time</b>	Displays the time when the campaign job started.
<b>Elapsed Time</b>	Displays the time for which the campaign job is running.
<b>Estimated Time</b>	Displays the estimated time for which the campaign job runs.

### \* Note:

Campaign Progress chart in Campaign detail view sometimes might show an upward or downward spike for running the campaign if data archival is in progress for the selected running campaign. If you observe such spike, ignore such spike.


## Contact List View

This view displays the details of the contact list associated with the campaign.

Field or Button	Description
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>RPC</b>	Displays the total number of records where the completion code with RPC flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Callback Scheduled</b>	Displays the total number of scheduled callbacks.
<b>Callback Completed</b>	Displays the total number of completed callbacks.

## Agent Voice Task View

This view displays the details of the agents for the given agent-based voice campaign.

Field or Button	Description
<b>Call_100:</b>	The view displays the name you specify in the campaign strategy for the Name property in the call node. If you do not specify the name in the campaign strategy, the system displays the default values for the name.
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Skill</b>	Displays the skill number for the selected agent.
<b>Pace Type</b>	Displays the pacing type for the selected campaign.
<b>Callback Scheduled</b>	Displays the total number of callbacks scheduled for the action.
<b>Callback Completed</b>	Displays the total number of callbacks completed for the action.
<b>Zone &lt; name of the zone&gt;:</b>	If you have not assigned a zone, the system displays the default as the zone name.
<b>Service Level</b>	Displays the achieved service level for parameters in the current zone of the job action.
<b>Agent Utilization</b>	Displays the percentage of time the agent is busy with respect to the total time the agent spends for current zone of the job action.
<b>Current Agents</b>	Displays the total number of agents attached for current zone of the job action.
<b>On Call</b>	Displays the total number of agents busy for current zone of the job action.
<b>Idle</b>	Displays the total number of agents idle for current zone of the job action.
<b>Aux</b>	Displays the total number of agents on a break for current zone of the job action.
<b>Average Talk Time</b>	Displays the total average talk time of agents for current zone of the job action.
<b>Average ACW Time</b>	Displays the total wrap time of agents for current zone of the job action.
<b>Idle %</b>	<p>Displays the total percentage % of time agents are idle for current zone of the job action.</p> <p> <b>Note:</b></p> <p>POM does not consider the break duration while calculating the idle%.</p>
<b>Break %</b>	Displays the total percentage % of time agents are on break for current zone of the job action.

There are chances that the Agent Utilization and Agent Idle % might have a deviation of X% from 100%. This variation "X" depends on the number of active agents on the system. Ideally the deviation must be in the range of (+/-) 0-5%. However, cases are there when this deviation can go

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beyond this range and in such cases the supervisor must intervene manually. Some examples of these cases are:

1. The campaign is running with 100 agents that are attached to the job and the last contact of the job is served by the agent for too long, say 20 minutes. In such a case, all 99 agents are in Idle state waiting for the next call. The Agent Idle% will be percent incremented by 99\*20 minutes whereas the Agent Utilization remains intact. In such cases, the supervisor must take some actions such as decrementing the Maximum agents or priority of the job or use dynamic licensing.
2. If there are issues in the nailing of the agents and many agents are attached to job, but in unnailed and Idle state, in such a case, the Agent Utilization remains intact while the Idle percentage will be incremented. The supervisor must check for such agents and must rectify the nailing issues. There are various ways to track such agents on POM Monitor. Such agents appear to stuck in Idle call state or the agents have a lesser call count compared to other agents. Also, POM generates an alarm `P_POMAGT33 - "Agent - {0} nailing lost"` for the agents whose nailing is dropped. Nailing issues can occur because of various reasons such as invalid MPP state, or agents are not properly configured on Contact Center, or insufficient telephony resources. You must check for such issues and rectify the issues.

There can be agent stuck issues at POM or desktop level. For such agents, the state remains as is on POM Monitor. Depending on the current agent state, the agent state can impact the Agent Utilization or Agent Idle Percentage. The supervisor must force logoff such agents from POM Monitor.

### Automated Voice Task View

This displays the name you specify in the campaign strategy for the Name property in the call node. If you do not specify the name in the campaign strategy, the system displays the default values for the name. For example, Call\_100, or Call\_200.

#### **Note:**

Depending on the number of jobs or the number of tasks running for the given campaign, you might see additional views related to different types of campaigns. For example, if you have an SMS campaign running, you see an **SMS Task View**, or an **Email Task View**, or a **Custom Task View**, or an **Agent Voice Task View**.

### Completion Code View

This displays the name you specify in the campaign strategy for the Name property in the action node. If you do not specify the name in the campaign strategy, the system displays the default values for the name. For example, Call\_100, or SMS\_100.

If you expand the name displayed, you see additional fields:

Field or Button	Description
<b>RPC</b>	Displays the total number of records where the completion code with RPC flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.

If you select the name, POM displays another table with completion code details. If you navigate back to the Campaign Details View and click name property, you switch back to the default display and can see the trend chart in the right pane of the window.

**\* Note:**




System completion code's total might mismatch with interval values as other system or custom completion codes might overwrite it.

Field or Button	Description
<b>Name</b>	Displays the name of the completion code.
<b>Total</b>	Displays the total number of records for which the task is performed.
<b>Last 5 min</b>	Displays the total number of completion codes for selected task in the last 5 min.
<b>Last 15 min</b>	Displays the total number of completion codes for selected task in the last 15 min.
<b>Last 30 min</b>	Displays the total number of completion codes for selected task in the last 30 min.
<b>Last 60 min</b>	Displays the total number of completion codes for selected task in the last 60 min.

**\* Note:**

The POM Monitor shows interval data for the last 5, 15, 30, and 60 minutes. Once the time equal to respective intervals are passed then the interval data is refreshed for 5, 15, 30, and 60 minutes respectively. For example, from the start time of the campaign, as the time passes by, the interval data for last 5,15,30,60 minutes get refreshed at respective interval time. Hence at any given time you always see latest data for the given interval





This page also displays a trend chart where you can monitor the active campaigns. In the trend chart, the finished contacts are plotted on the Y axis. Finished contacts are the number of contacts successfully completed in the campaign. On the X axis, the time is plotted. The trend chart also displays the voice calls and the campaign progress. The trend chart is refreshed after every one minute.

Field or Button	Description
 <b>Pause</b>	Use to pause the running campaign job.
 <b>Stop</b>	Use to stop the running or paused campaign job.
 <b>Resume</b>	Use to resume the paused campaign job.
<b>Settings</b>	This button is only displayed if the campaign is in running state. You can use it to change available campaign parameters at run time.
<b>Last Poll</b>	Displays the time when the Campaign Details screen was last refreshed.

## Multiple campaign summary page field descriptions

Use this page to view the summary for multiple campaigns. All campaigns have to be in the running state to view the summary. The summary page lists the campaign job with the multiple tasks, and whether the tasks use pacing. For all tasks, similar details are displayed.

For every campaign, you can view the details such as the number of records in the campaign, the pacing type if pacing is enabled, and the number of ports in use.

Field or Button	Description
In multiple campaign summary screen on top pane, you can see the campaign name as a link to go to the Campaign Detail view page, job ID, status of the job, number of processed contacts, and total number of contacts. If you are running a finite campaign, you can see the percentage complete also.	
 <b>Pause</b>	Use to pause the running campaign job.
 <b>Stop</b>	Use to stop the running or paused campaign job.
 <b>Resume</b>	Use to resume the paused campaign job.
The pane on the top displays the task name, ports in use, and all campaign parameters depending on the campaign type.	
 <b>Note:</b> When the system recalculates the allocated ports, you might observe that temporarily the campaign summary displays ports in use more than the allocated ports. You might see this behavior when the new job starts , or pauses, or resumes , or when the donated ports returns to the dynamic job.	
<b>Interval</b>	Displays the different time intervals to show the data. Different intervals are last 5, 15, 30, and 60 minutes.
<b>Attempts</b>	Displays the number of call, or SMS, or email attempts POM makes to contact the record from the start of the job.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Completion Summary</b>	
<b>RPC</b>	Displays the total number of records where the completion code with Right Party Connect (RPC) flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.
For agent-based campaigns, the system displays the average Service Level (SL) and Agent Utilization (AU) for all zones in which the job is running. You see the following additional fields if you are running an agent-based campaign.	
<b>Agent Time</b>	
<b>Avg Talk</b>	Displays the total average talk time of agents for current job action.
<b>Avg ACW</b>	Displays the total average wrap time of agents for current job action.
<b>Idle %</b>	Displays the total time in percentage % for which agent is idle for current job action.

Field or Button	Description
<b>Aux %</b>	Displays the total time in percentage % for which agent is in aux state for current job action.

## Data import details view page field descriptions

Use this page to view the details of the selected data import. Depending on the settings that you select in the User Preferences window you see additional or lesser fields.




### Data Import Properties

Field or Button	Description
<b>Contact list name</b>	Displays the name of the contact list.
<b>Data Source name</b>	Displays the data source name.
<b>Organization</b>	Displays the organization to which the contact list belongs.
<b>Job ID</b>	Displays the job ID of the running job.
<b>Import type</b>	Displays the import type.

### Job Progress Indicators

Field or Button	Description
<b>Start Time</b>	Displays the start time of the data import.
<b>Elapsed Time</b>	Displays the time for which the job is running.
<b>Status</b>	Displays the status of the job.
<b>Processed Contacts</b>	Displays the number processed records for the job.

You can also see additional control icons on the page.

Field or Button	Description
 <b>Pause</b>	Use to pause the running job.
 <b>Stop</b>	Use to stop the running or paused job.
 <b>Resume</b>	Use to resume the paused job.

This page also displays a pie chart in the right pane, which can be monitored real time. The pie chart shows the outcome of import. Depending on the outcome of the import such as success, duplicate address, or any other outcomes, every outcome is displayed with a different pie color.

You can use the  to view the data in a tabular format.

Name	Count
<b>Phone Format failed</b>	Displays the total number of records rejected matching with the reject patterns.

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Name	Count
<b>Update</b>	Displays the total number of updated records.
<b>Matched with DNC</b>	Displays the total number of records found matching with the DNC list.
<b>Rejected Pattern</b>	Displays the total number of records rejected matching with the reject patterns.
<b>Delete</b>	Displays the total number of records deleted.
<b>Validation Failed</b>	Displays the total number of records for which the validation failed.
<b>Run Time Error</b>	Displays the total number of records that display a run time error.
<b>Success</b>	Displays the total number of successful records imported.
<b>Duplicate Address</b>	Displays the total number of records where duplicate addresses are found.

## DNC import details view page field descriptions

Use this page to view the DNC import details. Depending on the settings that you select in the User Preferences window you see additional or lesser fields.



### DNC Import Properties


Field or Button	Description
<b>Data Source name</b>	Displays the data source name.
<b>Organization</b>	Displays the organization to which the DNC list belongs.
<b>Job ID</b>	Displays the job ID of the running job.
<b>Import type</b>	Displays the import type.

### Job Progress Indicators

Field or Button	Description
<b>Start Time</b>	Displays the start time of the data import.
<b>Elapsed Time</b>	Displays the time for which the job is running.
<b>Status</b>	Displays the status of the job.
<b>Processed Contacts</b>	Displays the number processed records for the job.

You can also see additional control icons on the page.

Field or Button	Description
 <b>Pause</b>	Use to pause the running job.
 <b>Stop</b>	Use to stop the running or paused job.

Field or Button	Description
 <b>Resume</b>	Use to resume the paused job.

This page also displays a pie chart in the right pane, which can be monitored real time. The pie chart shows the outcome of import. Depending on the outcome of the import such as success, duplicate address, or any other outcomes, each outcome is displayed with a different pie color.

You can use the  to view the data in a tabular format.

Name	Count
<b>Phone Format failed</b>	Displays the total number of records rejected for which the phone format is failed.
<b>Rejected Pattern</b>	"Displays the total number of records rejected matching with the reject patterns.
<b>Delete</b>	Displays the total number of records deleted.
<b>Validation Failed</b>	Displays the total number of records for which the validation failed.
<b>Run Time Error</b>	Displays the total number of records that display a run time error.
<b>Success</b>	Displays the total number of successful records imported.
<b>Duplicate Address</b>	Displays the total number of records where duplicate addresses are found.

## User preferences page field descriptions

You can use the User Preferences screen to customize the POM monitor. You can customize different views and settings.

### **Note:**

If you upgrade POM, the system deletes all previously saved preferences. You must specify new preferences for:

- POM Global Settings
- POM Trace Settings
- Monitor Settings
- Campaign Detail View
- Multiple Campaign Summary View
- Data Imports View
- DNC Imports View
- Active Agents View

Use the options buttons to show or hide parameters. Depending on the values that you select, you see additional or lesser fields on the POM monitor.

## Monitor settings page field descriptions

Use this page to configure and change the general settings for customizing the monitor.

### Monitor Settings

Settings	Description
<b>Skin Selection</b>	Use the option buttons to choose a preferred skin. You can choose either the <b>Gold</b> or the <b>Avaya</b> skin option. The default is <b>Avaya</b> .
<b>Campaigns View</b>	Use the option buttons to choose a preferred campaign view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Normal View</b> .
<b>Data Import View</b>	Use the option buttons to choose a preferred data import view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Minimize</b> .
<b>DNC Import View</b>	Use the option buttons to choose a preferred DNC import view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Minimize</b> .
<b>Agent Summary View</b>	Use the options button to choose a preferred agent summary view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Minimize</b> .
<b>License Summary View</b>	Use the options button to choose a preferred license summary view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Minimize</b> .
<b>Inbound Skills View</b>	Use the options button to choose a preferred inbound skills view screen mode. You can choose either the <b>Normal View</b> or the <b>Minimize</b> screen option. The default is <b>Minimize</b> .

### Campaign Detail View: Campaign View

Settings	Description
<b>Name</b>	Displays the name of the campaign.
<b>Campaign Type</b>	Displays the campaign type as finite or infinite.
<b>Organization</b>	Displays the organization to which the campaign belongs. The default is <b>Hide</b> .
<b>Job ID</b>	Displays the job ID of the campaign.
<b>Job Status</b>	Displays the job status of the campaign.
<b>Percent completed</b>	Displays the percentage completed of processed records for the selected campaign.
<b>Processed Contacts</b>	Displays the total number of processed contacts for the campaign.
<b>Total Contacts</b>	Displays the total number of contacts in the contact list associated with the campaign.
<b>Contact List</b>	Displays the name of the contact list associated with the campaign.
<b>Campaign Strategy</b>	Displays the name of the campaign strategy associated with the campaign.

Settings	Description
<b>EPMS</b>	Displays the name of the EPM server if you are running a voice campaign. The default is <b>Hide</b> .
<b>Email server</b>	Displays the name of the email server if you are running an email campaign. The default is <b>Hide</b> .
<b>SMS server</b>	Displays the name of the SMS server if you are running an SMS campaign. The default is <b>Hide</b> .
<b>Start Time</b>	Displays the time when the campaign job started.
<b>Elapsed Time</b>	Displays the time for which the campaign job is running.
<b>Estimated Time</b>	Displays the time duration for which the campaign might run based on calculations done by the POM system.

**\* Note:**

The Campaign Details View might take some time to be displayed on the monitor when lot of attempts are there. For every 1000 thousand attempts, the monitor takes a 10 second delay to load the detail view.

### Campaign Detail View: Contact List View

Settings	Description
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>RPC</b>	Displays the total number of records where the completion code with RPC flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Number of connects</b>	Displays the number successful connect attempts. POM calculates the number of connects from the counts of completion codes which varies for each task type. For calls, POM considers the completion codes as Answer Human , and Call Answered. For e-mails, POM considers the completion codes as Email Sent, and for SMS POM considers the completion code as SMS Delivered.  The default is <b>Hide</b> .
<b>Attempts to list ratio</b>	Displays the percentage of attempts with respect to total contacts for the job. The default is <b>Hide</b> .
<b>RPC to Attempts ratio (%)</b>	Displays the percentage of successful RPC connects with respect to total attempts. The default is <b>Hide</b> .
<b>Success to Attempts ratio (%)</b>	Displays the percentage of successfully completed call, or SMS, or email attempts with respect to total attempts for the job. The default is <b>Hide</b> .

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**\* Note:**

Desired ASA, Queue Length, Pace Variation Step, Max Pace, Desired EWT, and Inbound Skill parameters are applicable only for skill-based campaigns.

**Campaign Detail View: Agent Voice Task View**

Settings	Description
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Skill</b>	Displays the skills you configure on CC Elite and AACC and map in POM.
<b>Pace Type</b>	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
<b>Service Level</b>	Displays the number of calls answered within the specified time in the inbound queue.
<b>Agent Utilization</b>	Displays the percentage of time the agent is busy with respect to the total time the agent spends for the job action.
<b>Minimum Agents</b>	Displays the minimum number of agents available to complete the job action.
<b>Maximum Agents</b>	Displays the maximum number of agents available to complete the job action.
<b>Current Agents</b>	Displays the number of agents working to complete the job action.
<b>On Call</b>	Displays the total number of agents busy for the job action.
<b>Idle</b>	Displays the total number of agents idle for the job action.
<b>Aux</b>	Displays the total number of agents in aux state for the job action.
<b>Total Calls Handled</b>	Displays the total number of calls handled for the job action.
<b>Average Talk Time</b>	Displays the average talk time of agents for the job action.
<b>Average Preview Time</b>	Displays the average preview time taken by the agent for the job action.
<b>Average Hold Time</b>	Displays the average time the call is put on hold for the job action.
<b>Average ACW Time</b>	Displays the average total wrap time of agents for the job action.
<b>Idle %</b>	Displays the total % of time agents are idle for the job action.  <b>* Note:</b>  POM does not consider the break duration while calculating the idle %.
<b>Break %</b>	Displays the total % of time agents are on break for the job action.
<b>Callback Scheduled</b>	Displays the total number of callbacks scheduled for the job action.
<b>Callback Completed</b>	Displays the total number of callbacks completed for the job action.

**Campaign Detail View: Automated Voice Task View**

Settings	Description
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>Nuisance</b>	Displays the total number of calls marked as Nuisance.
<b>Minimum Ports</b>	Displays the minimum ports used in the campaign job.
<b>Maximum Ports</b>	Displays the maximum ports used in the campaign job.
<b>In Use Ports</b>	Displays the number of ports in use for the campaign job.
<b>Rate</b>	Displays the pacing rate at which time based campaigns are executed. For a normal campaign the rate are displayed as "none".
<b>Pace Type</b>	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
<b>Desired ASA</b>	Displays the average time the agent requires to finish the call. POM monitors the average speed for an inbound skill which you want to monitor.
<b>Queue Length</b>	Displays the number of calls in the wait queue for the inbound skill.
<b>Service Level</b>	Displays the number of calls answered within the specified time in the inbound queue.
<b>Pace Variation Step</b>	Displays the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
<b>Max Pace</b>	Displays the maximum pace value with which the campaign can run.
<b>Desired EWT</b>	Displays the expected time for which the call waits in the queue before the call is answered.
<b>Inbound Skill</b>	Displays the inbound skill you select to monitor for the campaign.

**Campaign Detail View: Completion Code View**

Settings	Description
<b>RPC</b>	Displays the total number of records where the completion code with Right Party Connect (RPC) flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.

**Campaign Detail View: Message and Custom Task View**


Settings	Description
<b>Number of attempts</b>	Displays the number of attempts POM makes to contact the record.
<b>Rate</b>	Displays the pacing rate at which time based campaigns are executed. For a normal campaign the rate are displayed as "none".
<b>Pace Type</b>	Displays the pace type as none, time-based, or skill-based depending on the campaign type you create.
<b>Inbound Skill</b>	Displays the inbound skill you select to monitor for the campaign.

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Settings	Description
<b>Callback Scheduled</b>	Displays the total number of callbacks scheduled.
<b>Callback Completed</b>	Displays the total number of callbacks completed.
<b>ASA</b>	Displays the average time the agent requires to finish the call. POM monitors the average speed for an inbound skill which you want to monitor.
<b>Queue Length</b>	Displays the number of calls in the wait queue for the inbound skill.
<b>Service Level</b>	Displays the number of calls answered within the specified time in the inbound queue.
<b>Pace Variation Step</b>	Displays the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
<b>Max Pace</b>	Displays the maximum pace value with which the campaign can run.
<b>EWT</b>	Displays the expected time for which the call waits in the queue before the call is answered.

### Campaign Detail View: Agent Detail View

This view displays the session level information for the selected agent.

Settings	Description
<b>Agent ID</b>	Displays the agent ID of the selected agent for the current session.
<b>State</b>	Displays the agent state for the current session for the selected agent.
<b>Call count</b>	Displays the number of calls handled in the current session by the selected agent.
<b>Call state</b>	Displays the call state for the current session for the selected agent.
<b>Average Talk Time</b>	Displays the total average talk time of the selected agent for the current session.
<b>Idle Time %</b>	<p>Displays the total percentage % of time the selected agent are idle for the current session.</p> <p> <b>Note:</b> POM does not consider the break duration while calculating the idle%.</p>
<b>Average ACW Time</b>	Displays the total wrap time of the selected agent for the current session.
<b>Average Hold Time</b>	Displays the total hold time of the selected agent for the current session.
<b>Average Preview Time</b>	Displays the average preview time of the selected agent for the current session.
<b>Job Attach Time</b>	Displays the time stamp when the selected agent is attached to the job action
<b>Conference Count</b>	Displays the number of conference calls attended by the selected agent for the job action.

Settings	Description
<b>Transfer Count</b>	Displays the number of transfers initiated by the selected agent.
<b>Abandoned On Hold Count</b>	Displays the number of calls abandoned while call is put on hold by the selected agent.
<b>Current Outbound Duration</b>	Displays the time spent by the selected agent in Outbound.
<b>Agent Session Count</b>	Displays the number of times the agent is attached to the current job action in the current session.
<b>State Time</b>	Displays the time duration for which the selected agent is in the current state.

### Campaign Detail View: Inbound Skills Information View

Settings	Description
<b>Inbound Skill</b>	Displays current values for selected skill for the job received from CC Elite
<b>ASA</b>	ASA and Service Level are not-applicable if you are running skill-based campaigns through AACC.  Displays the average time in which the agent answers the calls.
<b>Service Level</b>	Displays the achieved service level for parameters of the job action.
<b>Queue Length</b>	Displays the number of calls in the wait queue for the inbound skills.
<b>EWT</b>	Displays the expected time for which the call waits in the queue before the call is answered.

### Campaign Detail View: Selector View

Settings	Description
<b>Number of Attempts</b>	Displays the total number of call, or SMS, or email attempts POM makes to contact a record.
<b>Callback Scheduled</b>	Displays the number of callbacks scheduled.
<b>Callback Completed</b>	Displays the number of callbacks completed.

### Multiple Campaign Summary View: Campaign Summary

Settings	Description
<b>Attempts</b>	Displays the total number of call, or SMS, or email attempts POM makes to contact a record for a task.
<b>Connects #</b>	Displays the number successful connect attempts. POM calculates the number of connects from the counts of completion codes which vary for each task type. For calls, POM considers the completion codes as Answer Human, and Call Answered. For e-mails, POM considers the completion codes as Email Sent, and for SMS, POM considers the completion code as SMS Delivered.  The default is <b>Hide</b> .
<b>Hit Rate</b>	Displays the percentage of total RPC to total attempts. The default is <b>Hide</b> .

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Settings	Description
<b>Nuisance</b>	Displays the total number of records marked as Nuisance.
<b>RPC</b>	Displays the total number of records where the completion code with RPC flag is set.
<b>Success</b>	Displays the total number of records where the completion code with Success flag is set.
<b>Closure</b>	Displays the total number of records where the completion code with Closure flag is set.

### Multiple Campaign Summary View: Intervals

Settings	Description
<b>Last 5 min</b>	Displays the total number of records for which the task is performed in the last 5 min.
<b>Last 15 min</b>	Displays the total number of records for which the task is performed in the last 15 min. The default is <b>Hide</b> .
<b>Last 30 min</b>	Displays the total number of records for which the task is performed in the last 30 min. The default is <b>Hide</b> .
<b>Last 60 min</b>	Displays the total number of records for which the task is performed in the last 60 min.

### Data Imports View: Data Import Properties

Settings	Description
<b>Contact List Name</b>	Displays the name of the contact list.
<b>Data Source Name</b>	Displays the data source name. u
<b>Organization</b>	Displays the organization to which the contact list belongs.
<b>Job ID</b>	Displays the job ID of the running job.
<b>Import Type</b>	Displays the import type.

### Data Imports View: Job Progress Indicators

Settings	Description
<b>Start Time</b>	Displays the start time of the data import.
<b>Status</b>	Displays the status of the data import.
<b>Processed Contacts</b>	Displays the number of processed contact records for the job.

### DNC Imports View: DNC Import Properties View

Settings	Description
<b>Data Source Name</b>	Displays the data source name.
<b>DNC List Name</b>	Displays the name of the DNC list.
<b>Organization</b>	Displays the organization to which the DNC list belongs.

Settings	Description
Job ID	Displays the job ID of the running job.
Import Type	Displays the import type.

**DNC Imports View: Job Progress Indicators View**

Settings	Description
Start Time	Displays the start time of the DNC import.
Status	Displays the status of the DNC import.
Processed Contacts	Displays the number processed contact records for the job.

**Active Agents View: Agent Summary View**

Settings	Description
Agent	Displays the agent ID.
Agent Extension	Displays the extension number the agent uses for making the calls.
Agent Name	Displays the agent name.
Skills	Displays the skills you have configure in CC Elite and AACC, and map with POM skills.
Agent State	<p>Displays the current agent state. The agent state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Ready: The agent is ready to take a call.</li> <li>• Busy: The agent is busy with a call and cannot take another call.</li> <li>• Work Not Ready: The agent is busy with the call wrap up and cannot take another call.</li> <li>• Not Ready: The agent is not ready to take a call.</li> <li>• Pending Not Ready: The agent has marked Not Ready, but is currently in a call. When the current call is over, the agent switches to Not Ready state and cannot take another call.</li> </ul>
Call State	<p>Displays the current call state. The call state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• Idle: The agent is ready and waiting for call.</li> <li>• Talking: The agent is talking on a call.</li> <li>• Wrap up: The agent is finished talking on a call, but is wrapping up the call or making notes.</li> <li>• Hold: The agent has put the call on hold.</li> <li>• Consult: The agent is on the call consulting another agent.</li> <li>• Conference Owner: The agent has initiated a conference call with other agent and the agent who initiates the call is the Conference Owner.</li> </ul>

POM monitor

Settings	Description
	<ul style="list-style-type: none"> <li>• Conference Passive: The other agent participating in the conference call is the Conference Passive.</li> <li>• Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is previewing the information and dials a call.</li> <li>• Callback: The agent is doing a callback.</li> <li>• Pending Call: The agent is currently in a call and has another call assigned.</li> <li>• Pending Callback: The agent is on call and pending callback is offered to agent.</li> <li>• Preview Dialing: Preview Dialing is applicable only for preview type of campaign. The agent is dialing a call after seeing the preview.</li> <li>• Job End</li> <li>• Pending Job Attach</li> <li>• Call Connect</li> </ul>
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.
<b>Job Id</b>	Displays the job Id to which the agent is attached.
<b>Task</b>	Displays the current task for the job.
<b>Zone Name</b>	Displays the zone of the agent.
<b>Job State</b>	<p>Displays the agent job state. The job state can be any one of the following:</p> <ul style="list-style-type: none"> <li>• JobAttached</li> <li>• JobDetached</li> <li>• JobEnd</li> <li>• JobInbound</li> <li>• Pending Inbound</li> <li>• Pending Outbound</li> </ul>
<b>Locale</b>	Displays the locale of the agent.
<b>Time Zone</b>	Displays the number of times the agent was attached to the Inbound work during the current job.
<b>Inbound Count</b>	Displays the agent inbound count.
<b>Inbound Duration</b>	Displays the agent inbound duration.
<b>Inbound Duration %</b>	Displays the percentage % time for which the agent was inbound with respect to the agent login time.
<b>Off Job Idle Duration</b>	Displays the time for which the agent is Ready, but no job is assigned to the agent.
<b>Login Time</b>	Displays the time when the agent logs in. The login time is localized.


Settings	Description
Off Break Duration	Displays the break time when the agent is not attached to any job.
Off Break Duration %	Displays the percentage % for which the agent is not attached to any job with respect to the total outbound time.
Outbound Duration	Displays the agent outbound duration.
Outbound Duration %	Displays the percentage % time for which the agent was outbound with respect to the agent login time.

### Active Agents View: Agent Detail View

Settings	Description
Agent Utilization	Displays the percentage of time the agent is busy with respect to the total time the agent spends for current zone of the job action.
Avg After Call Work Time	Displays the total wrap time of agents for current zone of the job action.
Avg Talk Time	Displays the total average talk time of agents for current zone of the job action.
Call count	Displays the number of calls handled in current job action.
In Job Break %	Displays the total percentage % of time agents are on break for current zone of the job action.
In Job Idle %	Displays the total percentage % of time agents are idle for current zone of the job action.
Success	Displays the total number of records where the completion code with Success flag is set.
Success Per Hour	Displays the total number of records for each hour where the completion code with Success flag is set.
Closure	Displays the total number of records where the completion code with Closure flag is set.
Closure Per Hour	Displays the total number of records for each hour where the completion code with Closure flag is set.

## Zone settings on POM Monitor

Use this to change the zone settings through the POM Monitor

Field or Button	Description
Zone Name	Displays the zones created on Experience Portal.
Zone State	<p>Use to change the state of the zone. You can either make a zone functional or non-functional by making the zone state as Up or Down.</p> <p> <b>Note:</b> POM 3.0.1 does not support georedundancy in AACC mode.</p>

POM monitor

Field or Button	Description
<b>Failover Zone</b>	Use to assign a failover zone for any of the zones is non-functional.
<b>Action</b>	Use to make the changes permanent.

## Runtime parameters field descriptions

This section lists the parameters that you can change at run time for a job. Depending on the campaign type you run, you can change different parameters. If no parameters are there to change , the system displays a message `No campaign parameter available for change`.

### Simple call campaign

If you are running a simple call campaign, you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.

### Simple SMS campaign

If you are running a simple SMS campaign, you cannot change any parameters. The system displays the message `No campaign parameter available for change`.

### Simple email campaign

If you are running a simple SMS campaign, you cannot change any parameters. The system displays the message `No campaign parameter available for change`.

If you are running a campaign with custom pacing, you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.

### Time-based call pacing campaign

If you are running a call campaign with time-based pacing, you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.

Parameter	Description
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.
<b>Outbound Call Pacing</b>	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

### Time-based SMS pacing campaign

If you are running a SMS campaign with time-based pacing, you can change the following parameters:

Parameter	Description
<b>SMS Pacing</b>	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

### Time-based email pacing campaign

If you are running an email campaign with time-based pacing, you can change the following parameters:

Parameter	Description
<b>Email Pacing</b>	Use to change the time interval used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

### Skill-based campaigns

If you are running skill-based campaign, depending on the four parameters namely, Average Speed of Answer, Expected Wait Time, Desired Service Level, and Queue Length, you can change different runtime parameters.

If the pacing parameter is Average Speed of Answer (ASA), you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.
<b>Desired ASA (in SECOND)</b>	Use to change the desired Average Speed of Answer used for the pacing.
<b>Pace Variation Step (%)</b>	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.
<b>Max Pace</b>	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

If the pacing parameter is Expected Wait Time (EWT), you can change the following parameters:

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Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.
<b>Pace Variation Step (%)</b>	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value. If the current value is less than or equal to the desired value (for EWT, ASA, and Q-L) the pace is increased. But, if the current value is higher than the desired value (for EWT, ASA, and Q-L), the pace is decreased.
<b>Max Pace</b>	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.
<b>Desired EWT (in SECOND)</b>	Use to change the desired Expected Wait Time used for the pacing.

If the pacing parameter is Desired Service Level (DSL), you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.
<b>Service Level</b>	Use to change the Service Level used for the pacing.
<b>Pace Variation Step (%)</b>	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value. The desired value is compared with the current value, and the pace decreases if the current value is less than or equal to desired value (for Service Level). But the pace increases if the current value is higher than the desired value.
<b>Max Pace</b>	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

If the pacing parameter is QueueLength, you can change the following parameters:

Parameter	Description
<b>Priority</b>	Use the drop-down list to change the priority of the campaign. The higher the number, the higher is the priority of the campaign.
<b>Minimum Ports</b>	Use to change the minimum ports used for the campaign.
<b>Maximum Ports</b>	Use to change the maximum ports used for the campaign.
<b>Queue Length</b>	Use to change the Queue Length used for the pacing you specify in the campaign strategy.
<b>Pace Variation Step (%)</b>	Use to specify the percent of increase or decrease in pace when the current inbound parameter value does not match desired value.

Parameter	Description
<b>Max Pace</b>	Use to change the Max Pace used for the pacing. Depending on the time interval unit you specify in the campaign strategy, you see the pacing as either second, minute, or hour.

**\* Note:**

Blank value for any parameter might indicate that the parameter is not specified in the contact strategy.

### Goal-based campaign run-time settings

Parameter	Description
<b>Time Based Finish Criteria</b>	
<b>Finish after (Hours:Minutes)</b>	Use to change the time-based finish criteria. For example, if you specify the value as 10:00, the campaign stops 10 hours after the campaign starts.
<b>Completion Code Based Finish Criteria</b>	
<b>Finish Condition</b>	Displays the finish condition as specified in the campaign wizard. You cannot change the condition.
<b>Completion code</b>	Displays the completion code specified in the campaign wizard. You cannot change the completion code.
<b>Operator</b>	Displays the operator specified in the campaign wizard. You cannot change the operator.
<b>Goal Based Finish Criteria</b>	
<b>Finish Condition</b>	Displays the finish condition as specified in the campaign wizard. You cannot change the condition.
<b>Attribute Name</b>	Displays the attribute name specified in the campaign wizard. You cannot change the attribute name.
<b>Operator</b>	Displays the operator specified in the campaign wizard. You cannot change the operator.
<b>Value</b>	Displays the value specified in the campaign wizard. You can change the value.

# Chapter 26: Reports

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## About reports

You must configure the reports using the EPM. For configuring, printing and exporting the reports, see *EPM web page reference* section in the *Avaya Aura® Experience Portal* documentation.

### \* Note:

For all reports, in order not to clutter the report, POM displays all negative values and the zero (0) values as “-”

### Standard reports

You can generate various POM reports using EPM.

You can generate and view reports for all types of campaigns. The **View Reports** on reports page considers the values you mentioned in the Date and Time filter. If you are using optional filters, the system considers the default values and overrides the values that you selected previously. Each report first presents data for the running campaigns, and then the data for completed campaigns.

### \* Note:

After a campaign completes, all contact attempt records, and the corresponding contact details are archived from operational to historical tables in the database. Campaign Details and Summary reports query both, the operational, also the historical tables, thus, providing the most up-to-date results of the campaign. For infinite campaigns, the contact attempts and the corresponding contact details are archived from operational to historical tables at an hourly interval or at a specific time of day that might be configured. Thus, for all campaigns, the data related to completed attempts gets archived to historical tables forever, until campaign data purges are scheduled.

### + Tip:

You can generate POM detail reports using EPM. For the detail reports, although the maximum records that POM can fetch is 10,000, the .HTML page carrying the report request sent to the browser contains additional formatting tags for each record columns, and can potentially run into several hundreds of megabytes, and also increase the memory usage of the browser.

Use appropriate filters to generate more usable detailed reports, and use the **Count** field to reduce the number of records POM can fetch. If you must fetch all 10,000 records, then you can schedule them and download the file manually.

A global user has access to reports of all campaigns across the organization. An Org user has access to reports of campaigns that are created by users belonging to the specific organization.

**\* Note:**

A global user is a user who does not belong to any organization, and has the POM Administration and POM Campaign Manager roles. An organization user (Org user) is a user who belongs to an organization created in Avaya Aura® Experience Portal, and has the Org POM Campaign Manager role.

**Custom reports**

You can generate customized reports for your specific requirements. You must select a standard report or an existing custom report format as a base for generating the custom report. The custom report uses the standard set of filters. You can change the selection of filters to suit your requirements.

Before generating a report, you can also click the Report Name link on the Custom Reports page to view and edit the saved filter and the column values. If the report you generate has many columns, you might need to change the page related settings as all columns might not fit onto a single page.

**\* Note:**

You cannot change the source report and the report name while editing the custom report filters.



**Scheduled reports**

You can schedule the generation of the standard or the custom reports to occur on a periodic or one time basis. You can receive the report output as an email attachment, or can access it through the secure links in the email notification, RSS feeds, or by logging into the Voice Portal Management System (VPMS), or Enterprise Portal Management System (EPM).

You can optionally set the **Record Threshold restriction** value when scheduling a report. Setting this restriction generates a notification only when the total record count reaches the specified minimum value.

Using the Scheduled Reports page, you can add, edit, or delete a scheduled report. You can also view and export the report output for a specified report or all reports.

The Scheduled Reports page is distributed in two tabs:

- **Schedules:** Use the Schedules tab to view, add, edit, or delete a scheduled report. You can also view and export the details about the output and history for a specific scheduled reports by clicking the  icon on this tabbed page.
- **Outputs:** Use the Outputs tab to view the details about the output and history for all scheduled reports. You can export the report outputs by clicking the  icon on this tabbed page.

## Standard reports

### Standard reports page field description

This page displays a list of standard reports that you can generate and view using the EPM interface. You can see the POM specific reports and the Avaya Aura® Experience Portal specific reports. You can click on the specific report name to generate the report.

 **Note:**


All reports list only the strategy currently associated with the given campaign. POM does not maintain historical changes to the strategy. All the date and timestamps in all reports are displayed in the MM/DD/YYYY HH:MM:SS format.

Field or Button	Description
<b>Report Name</b>	Lists the various reports you can generate.
<b>View Report</b>	Click the spectacle icon to generate and view each report.

### POM Agent Activity Details (Filters) page field descriptions

Use the Agent Activity Details Filters page to create the Agent Activity Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

Field or Button	Description
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Agent State</b>	<p>Displays the state of an agent. The agent state can be one of the following:</p> <ul style="list-style-type: none"> <li>• Call Connect</li> <li>• Consultation</li> <li>• External Consultation</li> <li>• Call Continue (Transferred)</li> <li>• Conference (Owner)</li> <li>• Conference (Passive)</li> <li>• Preview</li> <li>• Callback</li> <li>• Redial</li> <li>• Wrap-Up</li> <li>• Dialing</li> <li>• Hold</li> <li>• Call Continue</li> </ul> <p>For more details on the agent call states, see <a href="#">AgentsStatesJobStates</a> on page 23.</p>
<b>Agent ID</b>	Displays the unique identifier of an agent as defined in the associated contact center.
<b>User Contact ID</b>	Displays the unique identifier of a contact as specified in the contact data source.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Activity Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Activity Details** link to specify the filters.

## Reports

3. Select one of the mandatory **Date and Time** filter.

- If you select **Predefined values**, specify one of the values from the drop-down list.
- If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
- If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.

## 4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Activity Details report page field descriptions

The Agent Activity Details report provides detailed timestamps of various events that the agent handles during a customer interaction. The system does not track the report data for a selected call for the time period when the agent manager was non functional.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>POM Session ID</b>	Displays the unique identifier for each contact attempt.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the campaign name to which the agent is attached.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Agent ID</b>	Displays the unique identifier of an agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Agent Session ID</b>	Displays the unique identifier of an agent's login in POM, till the agent logs out.
<b>Agent State</b>	Displays the state of an agent. The agent state can be one of the following: <ul style="list-style-type: none"> <li>• Call Connect</li> <li>• Consultation</li> <li>• External Consultation</li> <li>• Call Continue (Transferred)</li> <li>• Conference (Owner)</li> </ul>


Field or Button	Description
	<ul style="list-style-type: none"> <li>• Conference (Passive)</li> <li>• Preview</li> <li>• Callback</li> <li>• Redial</li> <li>• Wrap-Up</li> <li>• Dialing</li> <li>• Hold</li> <li>• Call Continue</li> </ul> <p>For more information on agent call states, see <a href="#">AgentsStatesJobStates</a> on page 23.</p>
<b>Start Time</b>	Displays the timestamp from when the agent enters in the current state.
<b>End Time</b>	Displays the timestamp when the agent exists the current state.
<b>State Destination</b>	Displays the destination agent ID.
<b>Contact Number</b>	Displays the contact phone number.
<b>Contact ID</b>	Displays the unique identifier of a contact in POM.
<b>User Contact ID</b>	Displays the unique identifier of a contact as specified in the contact data source.

## POM Agent Attribute Details (Filters) page field descriptions

Use the Agent Attribute Details Filters page to create the Agent Attribute Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	<p>Use the drop-down list to select from the following:</p> <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .

## Reports

Field or Button	Description
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Zone</b>	Displays the name of the created in Experience Portal.
<b>Campaign Name</b>	Displays the names of all outbound campaigns.
<b>Job Status</b>	<p>Displays the job status. The job status can be any one of the following:</p> <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Attribute Name</b>	Displays the agent attribute name.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Attribute Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Attribute Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Attribute Details report page field descriptions


The Agent Attribute Details report displays the agent attribute details.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Agent ID/Ext</b>	Displays the unique identifier of the agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Agent Name</b>	Displays the agent name as defined in the associate contact center.
<b>Campaign Name</b>	Displays the campaign name to which the agent is attached.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Job Status</b>	Displays the selection of jobs based on the job finish reasons. The reason codes are: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Agent Session ID</b>	Displays the unique identifier of an agent's login in POM, till the agent logs out.
<b>Agent Login Time</b>	Displays the time when the agent logged in to POM.
<b>Agent Logout Time</b>	Displays the time when the agent logged out from POM.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Attribute ID</b>	Displays a unique identifier of the agent attribute.
<b>Name</b>	Displays the user specified agent attribute name.  If you are using the optional filter <b>Attribute Name</b> , the value you specify in that field, is used to filter the <b>Name</b> field.
<b>Description</b>	Displays the user specified description of the agent attribute.
<b>Type</b>	Displays the data type of the agent attribute. The data type can be either Currency or Long.
<b>Value</b>	Displays the value of the agent attribute.

## POM Agent Blend Details (Filters) page field descriptions

Use the Agent Blend Details Filters page to create the Agent Blend Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Agent State</b>	Displays the state of an agent. The agent state can be one of the following: <ul style="list-style-type: none"> <li>• Call Connect</li> <li>• Consultation</li> <li>• External Consultation</li> <li>• Call Continue (Transferred)</li> <li>• Conference (Owner)</li> <li>• Conference (Passive)</li> <li>• Preview</li> <li>• Callback</li> <li>• Redial</li> <li>• Wrap-Up</li> <li>• Dialing</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Hold</li> <li>• Call Continue</li> </ul> <p>For more information on agent call states, see <a href="#">AgentsStatesJobStates</a> on page 23.</p>
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Blend Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Blend Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Blend Details report page field descriptions

The Agent Blend Details report provides detailed timestamps of an agent's movement between outbound and inbound customer interaction.


Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

## Reports

Field or Button	Description
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Agent Name</b>	Displays the agent name as defined in the associated contact center.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Agent Session ID</b>	Displays the unique identifier of an agent's login in POM, till the agent logs out.
<b>Agent Login Time</b>	Displays the time when the agent logged in to POM.
<b>Agent Logout Time</b>	Displays the time when the agent logged out from POM.
<b>Type</b>	Displays the type of the agent as Inbound or Outbound.
<b>Start Time</b>	Displays the timestamp from when the agent enters in the current state.
<b>End Time</b>	Displays the timestamp from when the agent exists the current state.

## POM Agent Performance Summary (Filters) page field descriptions

Use the Agent Performance Summary Filters page to create the Agent Performance Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p>	

Field or Button	Description
<b>Optional Filters:</b> Use the drop-down list to select from the following:	
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the names of all outbound campaigns.
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Performance Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Performance Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Performance Summary report page field descriptions

The Agent Performance Summary report provides a summary of right party connects, successes, and closures during their customer interaction.


Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

## Reports

Field or Button	Description
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Agent Session ID</b>	Displays the unique identifier of an agent's login in POM, till the agent logs out.
<b>Agent Login Time</b>	Displays the time when the agent logged in to POM.
<b>Agent Logout Time</b>	Displays the time when the agent logged out from POM.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the campaign name to which the agent is attached.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Job Start Time</b>	Displays the time when the job started.
<b>Job End Time</b>	Displays the time when the job ended.
<b>Completion Code</b>	Displays the disposition or completion code of the contact attempt updated by the agent.
<b>Connections</b>	Displays the total number of contacts handled by an agent.
<b>Connections Per Hour</b>	Displays the extrapolated count of number of contacts handled by an agent per hour.
<b>RPC</b>	Displays the total number of right party connects that an agent handled as derived from the flag on the completion code.
<b>RPC Rate</b>	Displays the proportion of right party connects to total connects handled by an agent.
<b>RPC Per Hour</b>	Displays the extrapolated count of number of right party connects the agent handled per hour.
<b>Success</b>	Displays the total number of successful connects that an agent handled as derived from the flag on the completion code.
<b>Success Rate</b>	Displays the proportion of successful connects to total connects handled by an agent.
<b>Success Per Hour</b>	Displays the extrapolated count of number of successful connects the agent handled per hour.
<b>Closure</b>	Displays the total number of closures that an agent handled as derived from the flag on the completion code.
<b>Closure Rate</b>	Displays the proportion of closures to total connects handled by an agent.
<b>Closure Per Hour</b>	Displays the extrapolated count of number of closures the agent handled per hour.

## POM Agent Summary (Filters) page field descriptions

Use the Agent Summary Filters page to create the Agent Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• All</li> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Time Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Summary report page field descriptions

The Agent Summary report provides a summary of the agent activity for each agent.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Agent Session ID</b>	Displays the unique identifier of an agent's login in POM, till the agent logs out.
<b>Agent Login Time</b>	Displays the time when the agent logged in to POM.
<b>Agent Logout Time</b>	Displays the time when the agent logged out from POM.
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Task Name</b>	Displays the name of the task specified in the campaign strategy.


Field or Button	Description
<b>Job Attach Time</b>	Displays time when the agent was attached to the job.
<b>Job Detach Time</b>	Displays time when the agent was detached from the job.
<b>Call Count</b>	Displays the total number of calls handled by the agent in the current agent session.
<b>Total Talk Duration</b>	Displays the time for which the agent was in the Talking state in the current agent session.
<b>Total ACW Duration</b>	Displays the time for which the agent was in the Wrap-up state in the current agent session.
<b>Total Idle Duration</b>	Displays the time for which the agent was in the Idle state in the current agent session.
<b>In Job Break Count</b>	Displays the number of breaks in a job requested by an agent in the current agent session.
<b>Total In Job Break Duration</b>	Displays the total time duration for which the agent was in the Not Ready state in the current agent session.
<b>Hold Count</b>	Displays the number of times the agent put the call on hold in the current agent session.
<b>Total Hold Duration</b>	Displays the total time duration for which the call was on hold in the current agent session.
<b>Preview Accept Count</b>	Displays the number of contact previews accepted by the agent in the current agent session.
<b>Preview Reject Count</b>	Displays the number of contact previews rejected by the agent in the current agent session.
<b>Total Preview Duration</b>	Displays the total time duration for which the agent was in Preview state in the current agent session.
<b>Consult Count</b>	Displays the number of calls put in consult by the agent in the current agent session.
<b>Total Consult Duration</b>	Displays the total time duration for which the agent was in Consult state in the current agent session.
<b>Conference Count</b>	Displays the number of calls put in conference by the agent in the current agent session.
<b>Total Conference Duration</b>	Displays the total time duration for which the agent was in Conference state in the current agent session. The Conference state includes Conference (Owner) and Conference (Passive) states.
<b>Transfers Initiated Count</b>	Displays the number of call transfers initiated by the agent in the current agent session.
<b>Transfer Received Count</b>	Displays the number of call transfers received by the agent in the current agent session.
<b>Callback Accept Count</b>	Displays the number of callbacks accepted by the agent in the current agent session.
<b>Callback Reject Count</b>	Displays the number of callbacks rejected by the agent in the current agent session.

## Reports

Field or Button	Description
<b>Total Callback Preview Duration</b>	Displays the total time duration for which the agent was in Preview state of the received callbacks in the current agent session.
<b>Abandon On Hold Count</b>	Displays the number of calls that were abandoned by the contact when put on hold by the agent in the current agent session.

## POM Agent Time Summary (Filters) page field descriptions

Use the Agent Time Summary Filters page to create the Agent Time Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Zone</b>	Displays the zone names associated with the campaigns.
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Agent Time Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Agent Time Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Agent Time Summary report page field descriptions

The Agent Time Summary report provides average times of the agent for each job.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.  If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Agent ID</b> field.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Job Finish Reason</b>	Displays the reason due to which a job ends. The reasons can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> </ul>


## Reports

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Job Start Time</b>	Displays the time when the job started.
<b>Job End Time</b>	Displays the time when the job ended.
<b>Avg Talk Time</b>	Displays the average talk duration for the total calls handled by the agent in the current job to which the agent is attached.
<b>Avg Hold Time</b>	Displays the average hold duration for the total calls put on hold by the agent in the current job to which the agent is attached.
<b>Total In-Job Idle Time</b>	Displays the time for which the agent was in Idle state in the current job to which the agent is attached.
<b>Avg ACW Time</b>	Displays the average after call work time for the total calls in which the agent was in Wrap-up state in the current job to which the agent is attached.
<b>Avg Preview Time</b>	Displays the average preview time for the total contact previews received by the agent in the current job to which the agent is attached.
<b>Avg Callback Preview Time</b>	Displays the average callback preview time for the total callback previews received by the agent in the current job to which the agent is attached.
<b>Avg Consult Time</b>	Displays the average consult time for the total calls in which the agent was in Consult state in the current job to which the agent is attached.
<b>Avg Conference Time</b>	Displays the average conference time for the total calls in which the agent was in Conference state in the current job to which the agent is attached.
<b>Avg In-Job Break Time</b>	Displays the average time for which the agent was in Not Ready state in the current job to which the agent is attached.

## POM Callbacks Scheduled Details (Filters) page field descriptions

Use the Callbacks Scheduled Details Filters page to create the Callbacks Scheduled Details report.

Field or Button	Description
<b>Date and Time:</b>	Use the option buttons to select any of the values.
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	<p>Displays the job status. The job status can be any one of the following:</p> <ul style="list-style-type: none"> <li>In Progress</li> <li>Contacts Completed</li> <li>Manually Terminated</li> <li>Timed Termination</li> <li>Completion Code Based Termination</li> <li>Goal Based Termination</li> </ul>
<b>Callback Status</b>	<p>Displays the callback status. The callback status can be any one of the following:</p> <ul style="list-style-type: none"> <li>Active: The callback is active and the system processes the callback when the callback matures.</li> <li>Completed: The system processes the callback and informs the contact via the specified channel in the callback.</li> <li>Expired: The system does not process the callback after the timestamp specified in the callback expiry time.</li> <li>Campaign Terminated: If the campaign terminates or finishes due to a specific criteria, the system marks all the callbacks created in the campaign as campaign terminated.</li> <li>Overridden: If an agent creates multiple callbacks for a contact while on a single call, the latest callback is active. The system marks all other previous callbacks created by the agent as Overridden.</li> </ul>
<b>Callback Type</b>	<p>Displays the callback type. The callback type can be any one of the following:</p> <ul style="list-style-type: none"> <li>Agent: Agent callback is a preferred agent callback in which an agent can schedule a callback for another agent.</li> <li>Campaign: The callback is created for a campaign. The callback can be assigned to any available agent of the campaign.</li> <li>Standard: This type of callback can be given to any available agent whose skills match with the skills of the running job.</li> </ul>

## Reports

Field or Button	Description
<b>Agent ID</b>	Displays the unique identifier of the agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Callbacks Scheduled Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Callbacks Scheduled Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.


Depending on the filters you choose, you will see the report data accordingly.

## POM Callbacks Scheduled Details report page field descriptions

The Callbacks Scheduled Details report provides details of callbacks that were scheduled by the agents.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.

Field or Button	Description
	<p> <b>Note:</b></p> <p>In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.</p>
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Creator Agent ID</b>	<p>Displays the agent ID for the agent who scheduled the callback.</p> <p>If you are using the optional filter <b>Agent ID</b>, the value you specify in that field, is used to filter the <b>Creator Agent ID</b> field.</p>
<b>Callback ID</b>	Displays the unique identifier for the callback created by the agent.
<b>Callback Type</b>	<p>Displays the callback type. The callback type can be any one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Agent:</b> Agent callback is a preferred agent callback in which an agent can schedule a callback for another agent.</li> <li>• <b>Campaign:</b> The callback is created for a campaign. The callback can be assigned to any available agent of the campaign.</li> <li>• <b>Standard:</b> This type of callback can be given to any available agent whose skills match with the skills of the running job.</li> </ul>
<b>Created For Campaign/Agent</b>	Displays the campaign name or agent ID for which the callback is created, depending on the callback type.
<b>Contact ID</b>	Displays the unique identifier of a contact in POM.
<b>Creation Time</b>	Displays the time when the callback is created.
<b>Scheduled Start Time</b>	Displays the time when the callback is scheduled.
<b>Scheduled End Time</b>	Displays the time when the callback schedule ends.
<b>Callback Status</b>	<p>Displays the callback status. The callback status can be any one of the following:</p> <ul style="list-style-type: none"> <li>• <b>Active:</b> The callback is active and the system processes the callback when the callback matures.</li> <li>• <b>Completed:</b> The system processes the callback and informs the contact via the specified channel in the callback.</li> <li>• <b>Expired:</b> The system does not process the callback after the timestamp specified in the callback expiry time.</li> <li>• <b>Campaign Terminated:</b> If the campaign terminates or finishes due to a specific criteria, the system marks all the calbacks created in the campaign as campaign terminated.</li> <li>• <b>Overridden:</b> If an agent creates multiple callbacks for a contact while on a single call, the latest callback is active. The system marks all other previous callbacks created by the agent as Overridden.</li> </ul>
<b>Serviced By Agent ID</b>	Displays the agent ID of the agent who handled the callback.
<b>Interaction Attempt Time</b>	Displays the time when the interaction started with the contact.
<b>Custom Completion Code</b>	Displays the disposition updated by the agent while handling the callback.

## Reports


Field or Button	Description
<b>System Completion Code</b>	Displays the disposition marked by POM while handling the callback.

POM uses some system completion codes internally for reporting and monitoring purposes and assigns some system completion codes to dummy attempts. You might see attempts in the reports and on the monitor even though there are no real attempts. Some system completion codes that POM uses are Restricted DNC, Restricted Other, Callback Expired, and Callback Postponed.

While a campaign is running, or data archival is in progress, updates for certain fields may be in progress for performance optimization, and may result in them being in a flux when displayed in the reports.

## POM Callbacks Waiting Details (Filters) page field descriptions

Use the Callbacks Waiting Details Filters page to create the Callbacks Waiting Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Agent ID</b>	Displays the unique identifier of an agent as defined in the associated contact center.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.

Field or Button	Description
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Callbacks Waiting Details report

### Procedure


1. In the left pane, select **Reports > Standard**.
2. Click on **POM Callbacks Waiting Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Callbacks Waiting Details report page field descriptions

The Callbacks Waiting Details report provides details of the callbacks waiting to be processed.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.


Field or Button	Description
<b>Campaign Name</b>	Displays the name of the campaign to which the agent is attached.   <b>Note:</b> In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.
<b>Creator Agent ID</b>	Displays the agent ID for the agent who scheduled the callback.

## Reports

Field or Button	Description
	If you are using the optional filter <b>Agent ID</b> , the value you specify in that field, is used to filter the <b>Creator Agent ID</b> field.
<b>Callback ID</b>	Displays the unique identifier for the callback scheduled by the agent.
<b>Contact ID</b>	Displays the unique identifier of a contact in POM.
<b>Creation Time</b>	Displays the time when the callback is created.
<b>Scheduled Start Time</b>	Displays the time when the callback is scheduled.
<b>Scheduled End Time</b>	Displays the time when the callback ends.
<b>Address</b>	Displays the contact phone number on which the call was scheduled.

## POM Campaign Attribute Details (Filters) page field descriptions

Use the Campaign Attribute Details Filters page to create the Campaign Attribute Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. The job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Attribute Name</b>	Displays the campaign attribute name.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Campaign Attribute Details report Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Campaign Attribute Detail** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Campaign Attribute Details report page field descriptions

The Campaign Attribute Details report displays the campaign attribute details.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.


## Reports

Field or Button	Description
<b>Campaign Name</b>	Displays the name of the campaign with which the campaign attribute is associated.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Job Status</b>	Displays the job status. The job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Attribute ID</b>	Displays the unique identifier of the campaign attribute.
<b>Name</b>	Displays the user specified attribute name.  If you are using the optional filter <b>Attribute Name</b> , the value you specify in that field, is used to filter the <b>Name</b> field.
<b>Description</b>	Displays the user specified description of the campaign attribute.
<b>Type</b>	Displays the campaign attribute data type. The data type can be either Currency or Long.
<b>Value</b>	Displays the campaign attribute value.




## POM Campaign Detail (Filters) page field descriptions

Use the Campaign Detail Filters page to create the Campaign Detail report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.

Field or Button	Description
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Date and Time Field</b>	<p>Displays the Job Start Time and Contact Attempt Time which you can use to filter the report data.</p> <ul style="list-style-type: none"> <li>• Job Start Time: The date and timestamp when the job of the selected campaign started.</li> <li>• Contact Attempt Time: The date and timestamp when POM attempted the given contacts associated with the job.</li> </ul> <p>If you select Job Start Time, the system filters the records for all jobs that have the Job Start Time in the timestamp range selected in the <b>Date and Time</b> filter. Similarly, if you select Contact Attempt Time, the system filters the records for all jobs that have Contact Attempt Time in the timestamp range selected in the <b>Date and Time</b> filter</p>
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	<p>Displays the selection of jobs based on the job finish reasons. The reason codes are:</p> <ul style="list-style-type: none"> <li>• All</li> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Channel</b>	<p>Displays all available channels used for communication. You can choose to one or more than one channel from:</p> <ul style="list-style-type: none"> <li>• All</li> <li>• -</li> <li>• Voice</li> <li>• SMS</li> <li>• Email</li> <li>• Custom</li> </ul>

## Reports

Field or Button	Description
	<p> <b>Note:</b></p> <p>When a contact attempt is not made for a contact, the system displays channel type as “-”.</p>
<b>POM Server</b>	Displays all the active POM servers. You can choose to select one or more servers.
<b>Zone</b>	Displays the zone you created in Experience Portal.
<b>Completion Code</b>	Displays all the system completion codes and custom completion codes.
<b>Nuisance Call</b>	<p>Use this optional filter to list all those records which were marked as Nuisance for a voice campaign.</p> <p> <b>Note:</b></p> <p>For all the records which are not marked as Nuisance, the system displays “-” under the Nuisance Call.</p>
<b>User Contact ID</b>	Specify the user contact ID to filter the records.
<b>Phone/Email</b>	Specify a phone number or an e-mail address to filter the records.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Sessions from Custom Report</b>	<p>Specify if you have set any filters from custom report.</p> <p> <b>Note:</b></p> <p>The Avaya Aura® Experience Portal reporting database and POM database must be co-located in order to have POM filters in the Avaya Aura® Experience Portal standard reports.</p>

## Generating POM Campaign Detail report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Campaign Detail** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.

4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Campaign Detail report page field descriptions

The Campaign Detail report displays the various contacts attempted in a campaign.


**+ Tip:**

A band separates every campaign and contains the campaign name, campaign type, and campaign strategy. POM displays the finish reason for the job next to the job ID.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Task Name</b>	Displays the name of the task specified in campaign strategy.
<b>Pacing Type</b>	Displays the pacing type POM uses for the given job. For more information about pacing, see <i>Proactive Outreach Manager Overview and Specification</i> .
<b>Contact ID</b>	Displays the unique identifier POM uses for the contact.
<b>User Contact ID</b>	Displays the user defined unique identifier for the contact.
<b>Contact Name</b>	Displays the contact name.
<b>Phone/E-mail</b>	Displays the phone number or e-mail address of the contact.
<b>Channel Type</b>	Displays the channel type as either voice, SMS, e-mail or custom.
<b>Completion Code</b>	Displays the disposition for the given call, SMS or email.
<b>POM Session ID</b>	Displays the unique identifier for every and any contact attempt POM makes.
<b>Platform Session ID</b>	Displays the session ID for Avaya Aura® Experience Portal.
<b>POM Server</b>	Displays the name of the POM server used for contact attempt.
<b>Media Server</b>	Displays the name of the media server as configured on the Avaya Aura® Experience Portal system.
<b>Interaction Attempt Time</b>	Displays the timestamp when the contact was attempted.
<b>Ringback Start Time</b>	Displays the timestamp of the time when the Avaya Aura® Experience Portal system discovers the ringing.
<b>Last NW Disposition Time</b>	Displays the timestamp when the POM system last updated the system disposition or completion code.

## Reports

Field or Button	Description
<b>Call Start Time</b>	Displays the timestamp when the call starts.
<b>Call Connect Time</b>	Displays the timestamp when the call connects.
<b>Call Completion Time</b>	Displays the timestamp when the call completes.
<b>Nuisance Call</b>	<p>You can see the value as Nuisance, only if the POM system marks the call as a nuisance call, else the system displays “-”.</p> <p> <b>Note:</b></p> <p>The system might mark the completion code Nuisance Call for a voice attempt preemptively whenever there is a likelihood of the call being a nuisance. The system might later overwrite the completion code with another completion code depending on the progress of the contact attempt. Hence, when the system displays this completion code in the Completion Code Summary report, it is not a real indicator of the call being a nuisance call.</p> <p>The system explicitly marks the true nuisance calls, independent of their completion codes, and lists the completion codes in the Campaign Details report with text “Nuisance” in the Nuisance column . The system considers and displays only the true nuisance calls in the Campaign Summary report.</p>

 **Note:**

- For every POM call, more than one session can be generated on Avaya Aura® Experience Portal, depending on the type of application traversed such as PomDriverApp, Nailer, AvayaPOMNotifier, AvayaPOMAgent, or AvayaPOMAnnouncement application. So the number of records in the POM reports may not match the number of records in the Avaya Aura® Experience Portal Session Detail Report.
- In case of voice campaigns, if you get the completion code as Network Refusal, the actual call is not launched but the session is generated, and the POM Campaign Detail Report shows the details for that record. The number of records in the POM reports may not match the number of records in the Avaya Aura® Experience Portal Call Detail Report as the Avaya Aura® Experience Portal Contact Detail Report does not show this record.


 **Tip:**

A campaign job with no attempted contacts is not listed in the campaign detail report. You can obtain the details of such jobs from the campaign summary report that lists all the details for the campaign jobs. The campaign detail report lists details of all attempted contacts, thus jobs with no contacts attempted are skipped.

While a campaign is running, or data archival is in progress, updates for certain fields may be in progress for performance optimization, and may result in them being in a flux when displayed in the reports.

## POM Campaign Parameters History (Filters) page field descriptions

Use the Campaign Parameters History Filters page to create the Campaign Parameters History report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters,POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Campaign Parameters</b>	Displays the campaign parameters associated with the campaign depending on the type of the campaign you run.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.

## Reports

Field or Button	Description
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Campaign Parameters History report


### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Campaign Parameters History** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Campaign Parameters History report page field descriptions


The Campaign Parameters History report lists the campaign parameters and the changes made to the campaign parameters.

Field or Button	Description
<b>Campaign Name</b>	Displays the name of the campaign.   <b>Note:</b> In addition to the campaign name, the system displays the campaign type and campaign strategy in front of the campaign name.
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign. In addition to the job ID, the system displays the job finish reason, job start time, and job end time.
<b>Task Name</b>	Displays the action taken in the job.
<b>Pacing Type</b>	Displays the pacing type.
<b>Last Change Time</b>	Displays the time when the data was last changed.
<b>Parameter Name</b>	Displays the name of the parameter associated with the campaign.

Field or Button	Description
Parameter Value	Displays the value of the parameter associated with the campaign.

## POM Campaign Summary (Filters) page field descriptions

Use the Campaign Summary Filters page to create the Campaign Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter that number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
<p> <b>Note:</b></p> <p>If you do not chose any of the optional filters, POM generates the report with all the default values selected for the optional filters.</p> <p><b>Optional Filters:</b> Use to specify the optional filters you want to choose for the report.</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. The job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.

## Reports

Field or Button	Description
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Campaign Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Campaign Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.



Depending on the filters you choose, you will see the report data accordingly.

## POM Campaign Summary report page field descriptions

The Campaign Summary report provides summary of total calls, emails, and sms made by campaigns.


Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign. In addition to the campaign name, the system displays the campaign type and the campaign strategy.
<b>Job Start Time</b>	Displays the timestamp when the job started.
<b>Job End Time</b>	Displays the timestamp when the job ended.

Field or Button	Description
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Task Name</b>	Displays the name of the task specified in campaign strategy.
<b>Voice Attempts</b>	Displays the total voice attempts made for the task in the job.
<b>SMS Attempts</b>	Displays the total SMS attempts made for the task in the job.
<b>Email Attempts</b>	Displays the total email attempts made for the task in the job.
<b>Custom Attempts</b>	Displays the total custom attempts made for the task in the job.
<b>Nuisance Calls</b>	Displays the total number of nuisance calls for the task in the job. <p> <b>Note:</b></p> <p>The system might mark the completion code Nuisance Call for a voice attempt preemptively whenever there is a likelihood of the call being a nuisance. The system might later overwrite the completion code with another completion code depending on the progress of the contact attempt. Hence, when the system displays this completion code in the Completion Code Summary report, it is not a real indicator of the call being a nuisance call.</p> <p>The system explicitly marks the true nuisance calls, independent of their completion codes, and lists the completion codes in the Campaign Details report with text“ Nuisance” in the Nuisance column . The system considers and displays only the true nuisance calls in the Campaign Summary report.</p>
<b>Nuisance Rate %</b>	Displays the rate as the Total Nuisance Calls divided by Total Answer Human disposition. <p> <b>Note:</b></p> <p>The system displays the nuisance rate as zero (0) if either the Total Nuisance Calls or Total Answer Human is zero (0)</p>
<b>Callbacks Scheduled</b>	Displays the number of callbacks scheduled for the task.
<b>Callbacks Expired</b>	Displays the number of callbacks expired. for the task.
<b>Agents</b>	Displays the count of distinct agents attached to the job.
<b>Agent Handled Calls</b>	Displays the number of calls handled by all the agents attached to the job.
<b>Zone</b>	Displays the zone you created in Experience Portal.
<b>Agent Utilization (%)</b>	Displays the agent utilization percentage.
<b>Service Level (%)</b>	Displays the service level percentage.

## POM Completion Code Summary (Filters) page field descriptions

Use the Completion Code Summary Filters page to create the Completion Code Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter that number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values selected for the optional filters.</p> <p><b>Optional Filters:</b> Use to specify the optional filters you want for the report.</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. The job status can be any one of the following: <ul style="list-style-type: none"> <li>• All</li> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Channel</b>	Displays the channel type as either voice, email, SMS or custom. The system displays the channel type as "-" if you generate the report before the POM system recognizes the type of channel.

Field or Button	Description
<b>Completion Code</b>	Displays all the system completion codes and custom completion codes.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Completion Code Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Completion Code Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Completion Code Summary report page field descriptions

The Completion Code Summary report provides a summary of completion codes for contacts attempted in campaigns.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the report.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.

## Reports

Field or Button	Description
<b>Job Start Time</b>	Displays the timestamp when the job started.
<b>Job End Time</b>	Displays the timestamp when the job ended.
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Task Name</b>	Displays the name of the task specified in campaign strategy.
<b>Channel</b>	Displays the channel type as either voice, email, SMS or custom.
<b>Completion Code</b>	Displays the disposition or completion code for the given call, SMS, email or custom.
<b>Count</b>	Displays the total count for the given completion code.
<b>RPCs</b>	Displays the total number of completion code, for which RPC(s) flag is set.
<b>Success (es)</b>	Displays the total number of completion code, for which Success(es) flag is set.
<b>Closure(s)</b>	Displays the total number of completion code, for which Closure(s) flag is set.

\* **Note:**

The system might mark the completion code Nuisance Call for a voice attempt preemptively whenever there is a likelihood of the call being a nuisance. The system might later overwrite the completion code with another completion code depending on the progress of the contact attempt. Hence, when the system displays this completion code in the Completion Code Summary report, it is not a real indicator of the call being a nuisance call.


The system explicitly marks the true nuisance calls, independent of their completion codes, and lists the completion codes in the Campaign Details report with text "Nuisance" in the Nuisance column. The system considers and displays only the true nuisance calls in the Campaign Summary report.

## POM Completion Code Trend (Filters) page field descriptions

Use the Completion Code Trend Filters page to create the Completion Code Trend report.

\* **Note:**

You will not see a trend report if the completion code is In Queue. POM generates the In Queue completion code at the end when POM creates the history for the campaign. The *In Queue* completion code indicates that the campaign terminated without attempting the contacts where the completion code is *In Queue*.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter that number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values selected for the optional filters.</p> <p><b>Optional Filters:</b> Use to specify the optional filter you want for the report.</p>	
<b>Campaign Name</b>	Displays the names of all existing campaigns.
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• All</li> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Completion Code</b>	Displays all the system completion codes and custom completion codes.
<b>Trend Interval</b>	Displays the trend interval. You can choose from 15 minutes, 30 minutes, or 1 hour.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Completion Code Trend report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Completion Code Trend** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Completion Code Trend report page field descriptions

The Completion Code Trend report provides total number of contacts attempted with different completion codes in different trend intervals for campaigns.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Job ID</b>	Displays the identifier of the running session of the outbound campaign.
<b>Job Start Time</b>	Displays the timestamp when the job started.
<b>Job End Time</b>	Displays the timestamp when the job ended.
<b>Job Status</b>	Displays the job status. Job status can be any one of the following: <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Goal Based Termination</li> </ul>
<b>Job ID</b>	Displays the unique identifier used to refer to an instance of the campaign that is run.
<b>Job Start Time</b>	Displays the start time of the given job.
<b>Job End Time</b>	Displays the end time of the given job.
<b>Job Status</b>	Displays the selection of jobs based on the job finish reasons. The reason codes are: <ul style="list-style-type: none"> <li>• All (Any)</li> <li>• In Progress Contacts</li> <li>• Contacts Completed</li> <li>• Manually Terminated</li> <li>• Timed Termination</li> <li>• Completion Code Based Termination</li> <li>• Goal Based Termination</li> </ul>
<b>Trend ID</b>	Displays the unique identifier given by POM when a sample is taken to generate a trend.
<b>Trend Start Time</b>	Displays the timestamp when the system started taking samples for a given trend.
<b>Completion Code</b>	Displays all the completion codes used for the campaign.
<b>Count</b>	Displays the total count of completion codes.

 **Note:**


You can view a bar graph which displays all the different completion codes in different trend intervals and the total number of contacts POM attempted.

## POM Contact List Import Detail (Filters) page field descriptions

Use the Contact List Import Detail Filters page to create the Contact List Import Detail report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> </ul>

## Reports

Field or Button	Description
	<ul style="list-style-type: none"> <li>Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Contact List</b>	Displays the names of all contact lists.
<b>Zone</b>	Displays the name of all the zones. Select the zone currently associated with the contact list.
<b>Import Job ID</b>	Displays all the import job IDs.
<b>Record Type</b>	Displays the value as either: <ul style="list-style-type: none"> <li>All</li> <li>New</li> <li>Updated</li> <li>Errors</li> <li>Invalid</li> <li>Duplicates</li> <li>Deleted</li> <li>Rejected ( Pattern) Records rejected based on Pattern</li> <li>Rejected (DNC) Records rejected being listed in DNC list</li> <li>Rejected (Format) Records rejected based on Format</li> </ul>
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Contact List Import Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. In the left pane, click on **POM Contact List Import Details** link to specify the filters.

3. Select one of the mandatory **Date and Time** filter.

- If you select **Predefined values**, specify one of the values from the drop-down list.
- If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
- If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.

## 4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

\* **Note:**

Zone filter displays the name of all the zones. In order to view the Import Details report data for specific contact list, select the zone currently associated with the contact list.

## POM Contact List Import Detail Report page field descriptions

The Contact List Import Detail report provides details about contacts imported into contact lists by jobs started in the given time period.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Contact List</b>	Displays the name of the contact list associated with the import.
<b>Zone</b>	Displays the name of the zone associated with the contact list.
<b>Data Source</b>	Displays the data source name associated with the contact list.
<b>Import Job ID</b>	Displays the import job ID.
<b>Record Type</b>	Displays the value as either: <ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Updated</li> <li>• Errors</li> <li>• Invalid</li> <li>• Duplicates</li> <li>• Deleted</li> </ul>

## Reports

Field or Button	Description
	<ul style="list-style-type: none"> <li>Rejected ( Pattern) Records rejected based on Pattern</li> <li>Rejected (DNC) Records rejected being listed in DNC list</li> <li>Rejected (Format) Records rejected based on Format</li> </ul>
<b>Contact ID</b>	Displays the unique identifier for the contact.
<b>Record Line</b>	Displays the entire line of the record, as picked up from file based imports.
<b>Invalid Attribute</b>	If the record was invalid, this field displays the name of the invalid attributes for which the import failed.

\* **Note:**

If you do not enable **Record Successful Import** from **POM Home > Configuration > Global Configuration**, the report does not display any successfully imported records.

## POM Contact List Import Summary (Filters) page field descriptions

Use the Contact List Import Summary Filters page to create the Contact List Import Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>All Dates and Times</li> <li>Today</li> <li>Yesterday</li> <li>This Week</li> <li>Last Week</li> <li>This Month</li> <li>Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
* <b>Note:</b> If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.	

Field or Button	Description
<b>Optional Filters:</b> Use the drop-down list to select from the following:	
<b>Zone</b>	Displays the name of all the zones. Select the zone currently associated with the contact list.
<b>Contact List</b>	Displays the names of all existing contact lists.
<b>Import Job Status</b>	Displays the import job status.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Contact List Import Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. In the left pane, click on **POM Contact List Import Summary** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

 **Note:**

Zone filter displays the name of all the zones. In order to view the Import Details report data for specific contact list, select the zone currently associated with the contact list.

## POM Contact List Import Summary report page field descriptions

The Contact List Import Summary report provides a summary of data import jobs started in the given time period.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.

## Reports



Field or Button	Description
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Contact List</b>	Displays the name of the contact list.
<b>Zone</b>	Displays the zone currently associated with the contact list.
<b>Contact List Total</b>	Displays the total number of records in the contact list.
<b>Data Source Name</b>	Displays the data source name used for the import.
<b>Data Source Type</b>	Displays the data source type.
<b>Import Job ID</b>	Displays the import job ID.
<b>Start Time</b>	Displays the start time of the import job.
<b>End Time</b>	Displays the end time of the import job.
<b>Status</b>	Displays the status of the import job.
<b>Finish Reason</b>	Displays the reason the import job is over.
<b>New</b>	Displays the total number of records imported with status as New.
<b>Updated</b>	Displays the total number of records imported with status as Updated.
<b>Rejected</b>	Displays the total number of records the system failed to import.
<b>Invalid</b>	Displays the total number of records rejected with status as Invalid.
<b>Duplicates</b>	Displays the total number of records rejected with status as Duplicates.
<b>Errors</b>	Displays the total number of records rejected with status as Error.
<b>Job Total</b>	Displays the total number of records in the data source associated with the import job.
<b>Deleted</b>	Displays the number of records deleted in the import job.

## POM DNC Import Details (Filters) page field descriptions

Use the DNC Import Details Filters page to create the DNC Import Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> </ul>

Field or Button	Description
	<ul style="list-style-type: none"> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>DNC List</b>	Displays the names of all existing DNC lists.
<b>Import Job ID</b>	Displays all the import job IDs.
<b>Record Type</b>	<p>Displays the value as either:</p> <ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Errors</li> <li>• Invalid</li> <li>• Duplicates</li> <li>• Deleted</li> <li>• Rejected ( Pattern) Records rejected based on Pattern</li> <li>• Rejected (Format) Records rejected based on Format.</li> </ul> <p> <b>Note:</b></p> <p>The record types, Duplicate and Rejected(DNC) are not used in DNC import detail reports and hence when selected in optional filter yields zero records.</p>
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The default value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM DNC Import Details report

### Procedure

1. In the left pane, select **Reports > Standard**.

## Reports

2. In the left pane, click on **POM DNC Import Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM DNC Import Details report page field descriptions

The DNC Import Details report provides a list of DNC addresses for each imported list.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>DNC List</b>	A unique identifier given by the POM system.
<b>Data Source</b>	Displays the name of the data source associated with the DNC list.
<b>Import Job ID</b>	Displays the import job ID.
<b>Record Type</b>	Displays the value as either: <ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Errors</li> <li>• Invalid</li> <li>• Duplicates</li> <li>• Deleted</li> <li>• Rejected ( Pattern) Records rejected based on Pattern</li> <li>• Rejected (Format) Records rejected based on Format.</li> </ul>
<b>DNC Address</b>	Displays the DNC addresses the system could not import.

**\* Note:**

If you do not enable **Record Successful Import** from **POM Home > Configuration > Global Configuration**, the report does not display any successfully imported records.

## POM DNC Import Summary (Filters) page field descriptions

Use the DNC Import Summary Filters page to create the DNC Import Summary report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
<b>* Note:</b> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>DNC list</b>	Displays the names of all existing DNC lists.

## Generating POM DNC Import Summary report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. In the left pane, click on **POM DNC Import Summary** link to specify the filters.

## Reports

3. Select one of the mandatory **Date and Time** filter.

- If you select **Predefined values**, specify one of the values from the drop-down list.
- If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
- If you select **Between**, you can limit the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.

## 4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM DNC Import Summary report page field descriptions


The DNC Import Summary report displays a summary of DNC import jobs for the contact lists.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>DNC List</b>	A unique identifier given by POM.
<b>Total List Addresses</b>	Displays the total number of DNC records in the list.
<b>Data Source Name</b>	Displays the data source name associated with the DNC import.
<b>Data Source Type</b>	Displays the type of DNC import. The DNC import can be either Add DNC file or Remove DNC file.
<b>Import Job ID</b>	Displays the import job ID.
<b>Start Time</b>	Displays the start time of the import job.
<b>End Time</b>	Displays the end time of the import job.
<b>Finish Reason</b>	Displays the reason the import job is over.
<b>New</b>	Displays the total number of records imported with status as New.
<b>Rejected</b>	Displays the total number of records the system failed to import.
<b>Invalid</b>	Displays the total number of records rejected with status as Invalid.
<b>Duplicates</b>	Displays the total number of records rejected with status as Duplicates.
<b>Errors</b>	Displays the total number of records rejected with status as Error.
<b>Deleted</b>	Displays the number of records deleted in the import job.
<b>Job Total</b>	Displays the total number of records in the data source associated with the import job.

## POM Individual Import Details (Filters) page field descriptions

Use the Individual Import Details Filters page to create the Individual Import Details report.

Field or Button	Description
<b>Date and Time:</b> Use the option buttons to select any of the values.	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Reset</b>	Use the link to reset all the filters to default values.
<p> <b>Note:</b></p> <p>If you do not choose any of the optional filters, POM generates the report with all the default values for the optional filters.</p> <p><b>Optional Filters:</b> Use the drop-down list to select from the following:</p>	
<b>Record Type</b>	Displays the type of the record. The type can be either Contact or DNC.
<b>Zone</b>	Displays the name of the zone created in Experience Portal.
<b>Contact List</b>	Displays the names of all existing contact lists.
<b>DNC List</b>	Displays the names of all existing DNC lists.
<b>User Name</b>	Specify a value to filter the records based on user name.
<b>User Type</b>	Displays the user type which was used to import the contacts. It can be either UI, WebService, Agent.
<b>Record ID</b>	A unique identifier provided by POM for the given contact.
<b>Start At</b>	This field allows pagination, by accepting a value for the record number to begin the report at. The defaults value is 1.
<b>Count</b>	This field allows pagination, by accepting a value for the total number of records to show in the report. The default value is 100. You can specify a value in the range of 1 to 10,000.
<b>Reset</b>	Use the link to reset all the filters to default values.

## Generating POM Individual Import Details report

### Procedure

1. In the left pane, select **Reports > Standard**.
2. Click on **POM Individual Import Details** link to specify the filters.
3. Select one of the mandatory **Date and Time** filter.
  - If you select **Predefined values**, specify one of the values from the drop-down list.
  - If you select **Last**, you can specify either the number of days or hours. For example, you can generate a report for the last 4 hours or last 4 days.
  - If you select **Between**, you can limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a **Start Date** and an **End Date**.
4. You can specify the optional filters.

Depending on the filters you choose, you will see the report data accordingly.

## POM Individual Import Details report page field descriptions

The Individual Import Details report provides details about contacts imported into contact lists by jobs. The report does not displays the records matching the following conditions:

- If the contact browser rejects some records that do not match the basic validations, while importing, the report does not displays such records.
- If you delete contact records using the Empty Contact List option, the report does not displays such records.
- If you add contact records through Web services, and the system rejects the records, the report does not display such records.
- If you add DNC records through the user interface, and the system rejects the records, the report does not display such records.
- If you add DNC records through Web services, and the system rejects the records, the report does not display such records.

Field or Button	Description
<b>Time Period</b>	Displays the time period for which the query results are fetched.
<b>Query Time</b>	Displays the time when the query was run.
<b>Filters</b>	Displays the list of filters applied to the job.
<b>Total Records</b>	Displays the total number of records fetched in the report.

Field or Button	Description
<b>Record ID</b>	A unique identifier given by the POM system.
<b>Record Type</b>	Displays the value as either: <ul style="list-style-type: none"> <li>• All</li> <li>• New</li> <li>• Updated</li> <li>• Errors</li> <li>• Invalid</li> <li>• Duplicates</li> <li>• Deleted</li> <li>• Rejected ( Pattern) Records rejected based on Pattern</li> <li>• Rejected (DNC) Records rejected being listed in DNC list</li> <li>• Rejected (Format) Records rejected based on Format</li> </ul>
<b>User Name</b>	Specify a value to filter records based on an user name.
<b>User Type</b>	Displays the user type which was used to import the contacts. The type can be either UI, or Webservice, or Agent.
<b>Import Status</b>	Displays the import status. The import status can be: <ul style="list-style-type: none"> <li>• All</li> <li>• Success</li> <li>• Updated</li> <li>• Deleted</li> </ul>
<b>List name</b>	Displays the name of the contact list in which the contact is imported.
<b>Zone name</b>	Displays the name of the zone to which the contact list is associated.
<b>Operation Time</b>	Displays the timestamp when the import completed.
<b>Record Line</b>	Displays the entire line of the record, as picked up from file based imports.

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## Custom Reports

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### About custom reports

You can generate customized reports for your specific requirements. You must select a standard report or an existing custom report format as a base for generating the custom report. The custom report uses the standard set of filters. You can change the selection of filters to suite your requirements.

## Reports

Prior to generating a report, you can also click the Report Name link on the Custom Reports page to view and edit the saved filter and column values.

The different custom reports that you can generate are :

- Custom POM Campaign Detail Report
- Custom POM Campaign Summary Report
- Custom POM Completion Code Summary Report
- Custom POM Contact List Import Detail report:
- Custom POM Contact List Import Summary report
- Custom POM DNC Import Details report
- Custom POM DNC Import Summary report

 **Note:**

You cannot change the source report and the report name while editing the custom report filters.

## Custom reports page field descriptions

Use this page to create and manage custom reports. Click on the report name to edit the saved filter values and column selections and generate the report.

Field or Button	Description
Selection box	Use to select the desired custom report or all custom reports.
<b>Report Name</b>	Displays the name of the custom report.
<b>View Report</b>	Use to generate the report with given filters.
<b>Import</b>	Opens the Import Custom Report page to import a custom report and view the report filters.
<b>Export</b>	Exports the data from the custom report whose selection check box has been checked.  Voice Portal or Avaya Aura® Experience Portal creates an XML file containing the details of the selected report.

## Add custom report page field descriptions

Field or Button	Description
<b>Select a source report:</b>	
<b>Standard Reports</b>	Use this drop-down list to select one of the standard reports which you want to customize.
<b>Custom Reports</b>	If you have generated any custom report earlier, you can select it from the drop-down list.

Field or Button	Description
<b>Report Name</b>	Specify the name of the report. It is mandatory to specify a name.
<b>Date and Time:</b>	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter the number of days or hours in the associated text field, then select Days or Hours from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a Start Date and a End Date.
<b>Optional Filters:</b> The optional filters will change depending on the standard report you select.	
<b>Reset</b>	Use this link to reset all the filters to default.
<b>Save</b>	Use to save the settings.

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## Scheduled Reports

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### About scheduled reports



You can schedule the generation of the standard or the custom reports to occur on a periodic or one time basis. You can receive the report output as an e-mail attachment, or access it through the secure links in the e-mail notification, RSS feeds or by logging into the Enterprise Portal Management System (EPM).

You can optionally set **Record Threshold restriction** value when scheduling a report. Setting this restriction generates a notification only when the total record count reaches the specified minimum value.

Using the Scheduled Reports page, you can add, edit, or delete a scheduled report. You can also view and export the report output for a specified report or all the reports.


## Reports


The Scheduled Reports page is distributed in two tabs:

- **Schedules:** Use the Schedules tab to view, add, edit, or delete a scheduled report. You can also view and export the details regarding the output and history for a specific scheduled reports by clicking the  icon on this tabbed page.
- **Outputs:** Use the Outputs tab to view the details regarding the output and history for all the scheduled reports. You can export the report outputs by clicking the  icon on this tabbed page.

## Scheduled reports page field descriptions

Reports can be scheduled and delivered as email attachments or via an RSS Feed. Scheduled reports can optionally be configured for delivery if the total record count reaches a specified minimum value.

Field or Button	Description
<b>Schedules Tab</b>	
Selection box	Use to select the desired scheduled report or all scheduled reports.
<b>Report Name</b>	Displays the name of the scheduled report.
<b>Schedules</b>	Displays the date and time when the report is scheduled to run.
<b>Notification Method</b>	<p>The notification method used to inform the user about the generation of reports. You can choose from E-mail, RSS feed, and Event notification methods. The logged event can optionally generate an alarm.</p> <p> <b>Tip:</b></p> <p>Placing the mouse pointer over the contents of the E-mail column displays a tooltip that lists the e-mail addresses that have subscribed to this schedule. Clicking on the RSS Feed icon displays a page to subscribe to the change notifications.</p>
<b>Record Threshold</b>	The record threshold value that you have set. This value is either a total record count or a percentage of calls matching the chosen filter criteria over the time frame of the report.
<b>Output</b>	Click the output folder icon to view the output and history for a specific report.
<b>Add</b>	Click to add a report schedule.
<b>Delete</b>	Deletes the scheduled report whose selection check box has been checked.
<b>Outputs Tab</b>	
<b>Report Name</b>	Displays the report names.
<b>Schedule</b>	Displays the date and time when the output of the scheduled report is scheduled to run.

Field or Button	Description
<b>Records</b>	<p>Displays the actual and the set record threshold value.</p> <ul style="list-style-type: none"> <li>• <b>Threshold:</b> The record threshold value that you have set. This value is either a total record count or a percentage of calls matching the chosen filter criteria over the time frame of the report.</li> <li>• <b>Actual:</b> This value is either the actual record count or the actual percentage of calls matching the chosen filter criteria over the time frame of the report.</li> </ul>
<b>Started</b>	Displays the date and time when the report generation started.
<b>Completed</b>	Displays the date and time when the report generation completed.
<b>Status</b>	<p>The status of report generation. The status could be:</p> <ul style="list-style-type: none"> <li>• In Progress</li> <li>• Success</li> <li>• Partial Success</li> <li>• Failure</li> </ul>
<b>Size (KB)</b>	Size of the report output.
<b>Report Output</b>	<p>Click the Export icon to export and save the output for a specific report. You can export the report in one of the formats that you have specified while adding a scheduled report. The options are:</p> <ul style="list-style-type: none"> <li>• xls: MS Excel file</li> <li>• pdf: PDF file</li> <li>• csv: Comma separated file.</li> </ul> <p> <b>Note:</b></p> <p>You can export the reports to spreadsheets as.xls or portable document formats as .pdf using the export icon. When you export the report, in order to present the most recent data, POM queries the database again. Depending on the current state of the POM system and the events on the system, the data output might change and be more recent compared to the what you see on the screen as the report output page.</p>
<b>Delete</b>	Deletes the scheduled report whose selection check box has been checked.

## Add scheduled reports page field descriptions

You can schedule and deliver reports as secure email attachments or via an RSS Feed. You can optionally configure scheduled reports for delivery if the total records count reaches a specified minimum value.

## Reports


Field or Button	Description
<b>Select a Source Report:</b> Use the option buttons to select one report:	
<b>Standard Reports</b>	Use the drop-down list to select one standard report.
<b>Custom Reports</b>	Use the drop-down list to select one custom report.
<b>Schedule Date and Time</b>	
<b>Not Scheduled</b>	Use to
<b>One Time At</b>	Use to schedule the report to run only once at a specified date and time.
<b>Hourly</b>	Use to schedule the report to run hourly.
<b>Daily at</b>	Use to schedule the report to run daily at a specified time.
<b>Weekly</b>	Use to schedule the report to run once a week on a specified day and time.
<b>Monthly</b>	Use to schedule the report to run once a month on the specified date and time.
<b>Report Date and Time</b>	
<b>Predefined Values</b>	Use the drop-down list to select from the following: <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> <li>• This Week</li> <li>• Last Week</li> <li>• This Month</li> <li>• Last Month</li> </ul>
<b>Last</b>	Enter that number of days or hours in the associated text field, then select <b>Days</b> or <b>Hours</b> from the associated drop-down list. You can enter a whole number from 1 to 99. The number of days is calculated from midnight to 11:59 p.m.
<b>Between</b>	Limits the report to a specified range of dates. The default range covers a seven day time span that ends with the current date and time. You can specify a <b>Start Date</b> and an <b>End Date</b> .
<b>Notification Methods and Output Options</b>	
<b>Send e-mail to</b>	Use to specify the e-mail addresses of people you want to notify about the scheduled report. You can specify multiple recipients by separating address using a semi-colon (;). You can optionally use <b>Include report output</b> and attach the report output to the e-mail.
<b>Update RSS Feed</b>	Use to notify by updating the RSS feed.
<b>Generate Event</b>	Use to notify by generating an event.
<b>Enable Record Threshold restriction. Only generate a notification if:</b> You can enable the record threshold restriction and generate an notification only if the condition matches. You can specify the condition by using the option button <b>the report contains at least</b> , and specify the minimum records or by using the option button <b>the percentage of records that satisfied the report filters reaches</b> , and specify the percentage.	
<b>Output Type</b>	Use to specify the output type as XLS, PDF, or CSV.
<b>Save</b>	Use to make the changes permanent.

## Chapter 27: Audit Log Viewer page field descriptions

Use this page to create an Audit log report for the details of the administration related activities for POM.

Field or Button	Description
<b>Sort By</b>	<p>Use this to view the log files sorted on one of the values mentioned below:</p> <ul style="list-style-type: none"> <li>• Time: newest first</li> <li>• Time: oldest first</li> <li>• Category</li> </ul>
<b>Search Keywords</b>	<p>Use this to specify the text to search for in the audit log records. The search is case insensitive and based on a substring match, not a whole string match.</p> <p>For example, "Acknowledged" matches "acknowledged", "ACKNOWLEDGED", and "unacknowledged".</p> <p>The search uses a logical OR when combining keywords. You can separate multiple entries with a comma, and use the tilde character (~) to indicate NOT.</p> <p>For example, if you enter <code>login, logoff, ~user=admin</code>, the report displays any records that contain the string "login" or "logoff" for all users, except those user accounts that start with the string "admin". If you enter <code>login, logoff, ~ADMIN</code>, the report displays any records that contain the string "login" or "logoff" but that do not contain the string "admin" anywhere within the record.</p>
<b>Category</b>	<p>Use this to view the logs as per the categories mentioned below:</p> <ul style="list-style-type: none"> <li>• POM Administration</li> <li>• POM Campaign Director</li> <li>• POM Campaign Manager</li> <li>• POM Reporting</li> <li>• POM SMS Manager</li> <li>• POM Web Services</li> <li>• POM Agent Manager</li> </ul>
<b>Action</b>	<p>Use this view to log files based on one of the actions mentioned below:</p> <ul style="list-style-type: none"> <li>• All Actions</li> <li>• Add</li> </ul>

## Audit Log Viewer page field descriptions

Field or Button	Description
	<ul style="list-style-type: none"> <li>• Change</li> <li>• Delete</li> <li>• View</li> </ul> <p> <b>Note:</b> If you choose All Actions, you can view the report for ad, change and delete action supported by POM.</p>
<b>Predefined Values</b>	<p>Use this view the log files based on one of the timestamp values mentioned below:</p> <ul style="list-style-type: none"> <li>• All Dates and Times</li> <li>• Today</li> <li>• Yesterday</li> </ul>
<b>Last</b>	<p>Limits the report to a specific number of days or hours.</p> <p>Enter that number of days or hours in the associated text field, then select Days or Hours from the associated drop-down list. You can enter a whole number from 1 to 99. The system calculates the number of days from midnight to 11:59 p.m.</p> <p>For example, if the current time is 3:00 p.m. on Wednesday and you enter a 3 in this field and select Days from the drop-down list, the report includes all activity starting on Monday at midnight through the end of the current day.</p>
<b>Between</b>	<p>Limits the report to a specified range of dates. The default range covers a 7-day time span that ends with the current date and time. If you want a different range of dates:</p> <ul style="list-style-type: none"> <li>• In the <b>Start Date/Time</b> field, enter the start date using the format dd-mmm-yyyy or click the calendar icon to select the date from a pop-up calendar. After the start date, enter the start time using a 24-hour format and the same timezone as the specified on the POM server.  For example, enter 03-Mar-2007 16:26:10. The default for this field is one week prior to the current date at time 00:00:00.</li> <li>• In the <b>End Date/Time</b> field, enter the end date using the format dd-mmm-yyyy or click the calendar icon to select the date from a pop-up calendar. After the end date, enter the end time using a 24-hour format and the same timezone as specified on the POM server.  For example, enter 10-Mar-2007 16:26:10. The default for this field is the day prior to the current date at time 23:59:59</li> </ul>

The amount of data available for this report depends on the setting in the **Retention Period** field in the Audit Logs group on the Alarm/Log Options page.

For example, if the **Retention Period** field value is set to 14, you can enter a start date that is two weeks before the current date. If **Retention Period** field value is set to 7, you can only check for the previous week.

# Chapter 28: POM failover and load balancing

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## POM server overview

The POM server consists of core POM components required to run campaigns and communicate with the various POM Web services. You can install the POM server either on primary EPM or auxiliary EPM. If you install the POM server on more than one system, the POM server supports high availability and failover capabilities.

The POM components are:

### Campaign Director

Campaign Director is a Linux service responsible for triggering campaigns and data imports at scheduled date and time. Campaign Director is also responsible for pausing and resuming campaigns based on user action and terminating campaigns if the finish criteria is specified. If you install POM as a multiple server configuration, only one campaign director is in the active state and the other campaign directors are in dormant state. For a multiple server configuration, the campaign director is responsible for assigning the contacts to be processed for any campaign across POM servers. Campaign Director is also responsible for redistribution of load in case of failures.

### Campaign Manager

Campaign Manager is a Linux service is the core campaign engine. Campaign Manager is responsible for parsing a campaign strategy, making voice calls, and sending SMS or email messages. For making outbound calls, Campaign Manager interfaces with one or more EPM servers.

If you configure multiple EPM servers, the Campaign Manager uses all servers in a synchronized manner, thus using all media resources available for load balancing and failover.

If you install POM as a multiple server configuration, the Campaign Manager service runs on all POM servers. When you run a campaign, each Campaign Manager processes the contacts allocated to the campaign by the Campaign Director. When you run a campaign, each Campaign Manager processes the contacts allocated to it by the Campaign Director.

### POM Web services

Web services are installed as part of POM server and you can access the web services from external applications. POM PDC uses Web services to interface with POM. You can use the Web services to access various contact attributes to play personalized prompts or make certain decisions in the application flow.

## Agent Manager

POM Agent Manager (PAM) is a Linux service POMand is the core module to manage and run campaigns. You can either have agent-based or skill-based pacing for all types of campaigns. PAM is responsible for distributing licenses to all voice based campaigns. The high-level functions of PAM include:

- Manages agent allocation and agent state for campaigns
- Manage agents in a blended job. Agent blending is applicable only for CC Elite configuration.
- Update the POM database with current agent related information for reporting
- Distribute the preview and predictive agent licenses among running agent-based campaigns and distributing outbound ports to voice notification campaigns
- Support HA in case of system failures
- Support real time commands from POM Monitor like changing job related parameters minimum agents, priority, or agent based commands like Forced Logoff

## Nailer CCXML application

When the agent logs in, POM keeps the agent on a continuous call to expedite the process of connecting the customer call with the agent. This continuous call is nailing. This application takes care of the agent call control flow. An available agent is nailed at the beginning of the call session when the agent gets attached to a job.

POM helps to enhance the agent performance by delaying the un-nailing of an agent. When the system detaches the agent from a job, the system does not end the agent nailing. The next job also uses the same nailing session. In some cases, as a result of agent optimization, the system can nail the agent by a different application assigned to the job.

## Driver CCXML application

This application takes care of the customer call control flow.

## Agent Scripts

The system displays the agent script on agent desktop to help the agent with the customer call. The agent script can be either Native or URL based. You can create, delete, or change the Native scripts using a built-in editor. To use agent scripts you must associate the agent script with a campaign strategy for agent-based campaigns. For more information about agent scripts, see *Using Proactive Outreach Manager*.

## Active MQ

Active MQ is a Linux service that is installed with POM server and initializes stopping, pausing, and resuming of campaigns and the import jobs. You can change the runtime parameters of campaign jobs and publish the contact attempt information using Active MQ.

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## POM EPMS plug-in

POM integrates with the EPM to provide common administration and management tasks like Single Sign On, user management, logs, alarms and license management. You can install POM EPMS plug-in only on the primary EPM.

When you install the EPMS plug-in, it registers POM as a managed application with Avaya Aura® Experience Portal, deploys the POM Web application on the Tomcat server, and runs various scripts to initialize POM related configurations. The POM EPMS plug-in also installs various POM utility scripts such as `installDB.sh`, which you can use for configuring the POM database.

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## About failover

POM is a robust scalable system. If you install POM servers on more than one EPM, you can get the benefits of failover and load balancing without any compromises on the speed and performance. For a single server scenario, you have a single POM server, but multiple EPM, Media Processing Platform (MPP) server, and databases. The POM system can support failover. If one or more of the other components are not functional, the POM system might not be available or scalable. You must ensure that the other components are functional and for failures, the components get back to the functional state. Although in such cases, POM is not scalable, it resumes the data import jobs and the campaigns when the other components become functional. For a multiple server scenario, where you have more than one POM servers on more than one Avaya Aura® Experience Portal systems, the POM system supports load balancing and failover. POM systems are scalable and resume the data imports jobs and campaign jobs when the other components become functional.

The database server load balancing and failover is out of scope for POM.

See the following table to know how POM supports failover and high availability for multiple server configuration:

**Table 1: POM failover and load balancing in multiple server configuration**

Components	Failover	Load Balancing
Campaign Director	Yes	No
Campaign Manager	Yes	Yes
POM server	Yes	Yes
EPMS plug-in	No	No
Voice server	Yes	Yes
External servers - FTP/SFTP, database server specified in the data source.	No	No
Application server	Yes	Yes

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## POM failover scenarios

The POM architecture is flexible and provides you several options to scale and add fail over capabilities to suit your requirement. A single POM server deployment provides you with limited capabilities to scale and failover. However, having two or more POM servers provides you with all the load balancing and failover capabilities. The two core functions of POM which need to scale and

be available are the campaign executions, and importing data into contact groups. The POM architecture and design tries to address this requirement and ensure campaigns, data imports features can scale with addition of POM servers. There are several components in the entire solution, and POM depends on the third party software like the database server, email server, SMS service providers, and Avaya Aura® Experience Portal. You must take the capabilities of these components into consideration, when you are designing a POM system for high availability and scalability.

### **POM server reboot - impact on campaigns, data imports**

This section explains the impact of rebooting a POM server in midst of data import operation or campaign execution in context of a single POM server or multiple POM server.

- In case of single server installation, the system resumes the campaign jobs and data imports even if the POM server reboots in the midst of job execution and data import.

In case the POM server is not functional for some time and then starts functioning again, all jobs and data source imports scheduled to start when the system was nonfunctional are not started once the POM server is functional. However jobs of the same campaign and new instances of data import kick off when the POM server starts functioning.

- In case of multiple server installation, the campaign jobs and data imports are not impacted even if one of the POM server reboots in the midst of job execution and data import. In case one of the POM server is not functional for some time and then starts functioning again, all scheduled jobs and data source imports are not impacted.

### **Data source (database) import failure - impact on data imports**

This section explains how the contact data import operation for database type data source is impacted. All data import operations for a specific zone are carried out by the current Campaign Director for that zone. For more information about zones, see *Using Proactive Outreach Manager*

- The import state changes to Error Occurred state if the data source import is in Queued or Running state with no network connectivity between the external database specified in the data source and the current Campaign Director for the zone in which the import job is in progress. Once the import job goes in Error state, the system retries the job 3 times. The retries are attempted at an interval of one minute. If the connectivity is restored within the 3 retries, then import data source resumes the operation, else the import job is marked as completed.
- If the allocated Campaign Director for the zone is functional, then the current Campaign Director is same as the allocated Campaign Director. If the allocated Campaign Director is nonfunctional, then any other Campaign Director takes over the import job. In case of a single server installation, if the allocated Campaign Director is nonfunctional, and the import job is in Pause state, and you try to resume the import job, then import job state changes to *Waiting to Resume* state and the import job resumes only when the allocated Campaign Director is functional.

### **Data source (File) import failure - impact on data imports**

This section explains how the data import operation for file type data source is impacted. The Campaign Director carries out all data import operations. To import data using File Import, you can use either a local file server or FTP/SFTP server. In case of local file server, specify the local file path on the POM server. For example, /tmp/<filename>.csv. In case of FTP/SFTP to specify the

remote file path on the FTP/SFTP server, the host name, user name, password to connect to the FTP/SFTP server.

- If the allocated Campaign Director is nonfunctional when the FTP/SFTP data source import is in Queued state, then the import begins when the alternate POM server takes over as the new Campaign Director for that zone.
- In case of local file, the data source import is not successful, as the path specified in the local file data source import is on the allocated Campaign Director, and the alternate Campaign Director does not have access to the file.
- If there is no network connectivity between the remote FTP server and the current Campaign Director when the file data source import is scheduled to start, then the system displays an error in the POM Monitor and keeps retrying to establish a connection with the FTP server and the job is retried 3 times. The system attempts the retries at an interval of one minute. If the connectivity is restored within the 3 retries, then import data source resumes the operation, else the import job is marked as completed.
- If the FTP service on the remote FTP server is off when the file data source import is scheduled to start, then the system moves the import job to an error state, and the job is retried 3 times. The retries are attempted at an interval of one minute. If the connectivity is restored within the 3 retries, then import data source resumes the operation, else the import job is marked as completed.
- If the allocated Campaign Director for the zone is functional, then the current Campaign Director is same as the allocated Campaign Director. If the allocated Campaign Director is nonfunctional, then any other Campaign Director takes over the import job. In case of a single server installation, if the allocated Campaign Director is nonfunctional, and the import job is in Pause state, and you try to resume the import job, then import job state changes to *Waiting to Resume* state and resumes only when the allocated Campaign Director is functional.
- In case of single server installation, where you configure POM, EPM, MPP server and POM database on one system, the file data source imports resume if the system restarts in the midst of the file data source import.
- When the file data source import kicks off and there is no network connectivity between the POM server and POM database, the import state remains unchanged. However, when the network connectivity is restored, the data import finishes successfully.

### **Active MQ failure - impact on campaigns, data imports**

In case of single server installation, where you configure POM, EPM, MPP server, and POM database on one system, if the Active MQ fails, you cannot change runtime parameters from POM Monitor. You cannot pause, resume, and stop import and campaign jobs. In the campaign strategy if you are using the ResultProcessor of type publish, any campaigns using such strategy cannot publish campaign attempt results on Active MQ topic.

In case of multiple server installation, if the Active MQ fails, another Active MQ takes over automatically and ensures no functional impact.

### **EPMS plug-in failure - impact on campaigns and data imports**

POM integrates with the EPM to provide common administration and management tasks like Single Sign On, user management, logs, alarms and license management. You can install POM EPMS plug-in only on the primary EPM. When you install the EPMS plug-in, it registers POM as a managed application with Avaya Aura<sup>®</sup> Experience Portal, deploys the POM Web application on the Tomcat server, and runs various scripts to initialize the POM-related configurations. The POM

## POM failover and load balancing

EPMS plug-in also installs various POM utility scripts such as `installDB.sh`, which you can use for configuring the POM database.

- In case of multiple server configuration, even if the primary EPM is not functional, the running and the scheduled SMS, and email campaign jobs are completed successfully.
- In case of multiple server configuration, even if the primary EPM is not functional, the running and the scheduled voice campaign jobs are completed successfully provided the auxiliary EPM does not restart.
- In case of multiple server configuration, even if the primary EPM is not functional, the running and scheduled data imports are kicked off on time and completed successfully.

### POM server failure - impact on campaigns and data imports

This section explains the various scenarios for the failure of a POM server. The Campaign Director and Campaign Manager are the important components of a POM server.

- If the Campaign Manager on the POM server is not functional, then new job chunks are not assigned to it and the allocated port licenses are set to zero (0). However, the Campaign Director can be used as Master Campaign Director whenever the existing Master Campaign Director stops functioning.
- If the Master Campaign Director is not functional then the scheduling and contact filtering is not complete. However, the Web service components successfully place calls for job chunks and store the dispositions in the database.
- If the dormant Campaign Director is not functional, the master Campaign Director completes the scheduling and contact filtering. However, the Web service components successfully place calls for job chunks and store the dispositions in the database.
- In multiple server configuration, if one POM server becomes non functional after placing calls and before the CCXML driver application or the custom Orchestration Designer application updates the dispositions, then other POM server is used to update the disposition of the calls.
- If the POM server is not functional, then the licenses allocated to the POM server are released and reassigned to other online POM servers provided the POM server does not become functional in the time duration specified in the POM Poller Polling interval under **Configurations > Global Configurations**. However, if the POM server does become functional, then system does not release and reassign the licenses.
- In case of multiple server configuration, the system distributes the job chunks or job contacts equally among all online POM servers to achieve load balancing.
- If you add a new POM server is, aPOMnd stat POMthe new server, the system uses the new POM server to process contacts of the already running job only when you pause and resume the jobs.
- In case of multiple server configuration, the system distributes the jobs equally among all online POM servers. When one POM server is not functional, then the system redistributes the job chunk assigned among the other online POM servers after certain time interval.
- If the Master Campaign Director is not functional because the POM server is not functional or the POM server stops, then when the new Master Campaign Director takes over, the scheduled campaigns are kicked off and all selected contacts are processed by the new Master Campaign Director.
- If the Master Campaign Director is not functional because the POM server is not functional and the call list preparation is in progress and the job status is Filter In Progress, then when the

new Master Campaign Director takes over, the call list preparation resumes and all calls to be processed continue to be processed by the new Master Campaign Director.

- If the Master Campaign Director is not functional because the POM server is not functional or the POM server stops, then when the new Master Campaign Director takes over, it resumes any running file imports or database imports and completes the imports successfully.
- In case of multiple server configuration, if the POM server acting as Master Campaign Director is not functional, but starts functioning within the time till other available POM server becomes master campaign director, then other available POM servers are not used as the new Master Campaign Director.
- If the Web service component of the POM server is not functional, but other components such as the dormant Campaign Director and Campaign Manager are functional, then the Campaign Manager places calls successfully. The system dispositions of calls passed by CCXML driver application or the custom dispositions passed by the Avaya Aura® Orchestration Designer applications are stored in database using other POM server's Web services.
- If the Web service component of the POM server is not functional, but other components such as the dormant Campaign Director, Campaign Manager, and the Master Campaign Director and Campaign Manager are functional, then the Master Campaign Director kicks off the jobs on time and assigns the job chunks to other POM servers. However the system dispositions of calls passed by CCXML driver application, and the custom dispositions passed by Orchestration designer applications are stored in database using other POM server's Web services.

### POM database failure - impact on campaigns and data imports

Database is an important part of the POM system. POMuses database extensively during a campaign execution by storing every contact attempt, and any subsequent dispositions. Contact data imported from external source such as File, Database are also stored in the POM database. POM relies on the database server to provide high availability, and load balancing features. When you plan a POM system, consider the database high availability, and failover capabilities to either choose Oracle or Postgres. Both the databases sfunctionalport several options that provide clustering, and replication tools. You can choose an appropriate tool based on your requirements.


See the *Troubleshooting Proactive Outreach Manager* guide from <http://support.avaya.com>.

- If the POM database is not functional, then the Master Campaign Director starts all scheduled campaigns and all types of data source imports by referring to the alternate POM database server.

### Impact of Campaign Director failure

Function	Impact
Data import	<ul style="list-style-type: none"> <li>• The campaign does not finish although the system dials all contacts or even if the finish criteria is met. Such campaigns finish when the Campaign Director is functional again.</li> <li>• Export stops execution. When the Campaign Director is functional again, the export resumes from where the export was stopped.</li> <li>• Filtering of campaign records stops. When the Campaign Director is functional again, the filtering resumes from where the filtering was stopped.</li> </ul>
Triggering campaigns and data imports at scheduled date and time	
Pausing and resuming campaigns based on user action	
Terminating campaigns if the finish criteria specified are met	
Export	

## POM failover and load balancing

Function	Impact
Filtering of campaign records	<ul style="list-style-type: none"><li>• During the purge operation if the Campaign Director becomes nonfunctional, the purging stops. When the Campaign Director is functional again, the purging does not resume. The purging starts at the next scheduled date and time.</li><li>• Campaign post processing stops. When the Campaign Director becomes functional again, the post processing is resumed from where the post processing was stopped.</li><li>• Trend calculation, Campaign progress chart, multiple campaign summary on POM monitor shows stale data for the time period for which the Campaign Director is nonfunctional.</li><li>• Completion code trend report might show stale data for the time period for which the Campaign Director is nonfunctional.</li></ul>
Purging	
Campaign Post Processing	
<div> <b>Note:</b></div> <p>In case of POM multiple server setup, where one Campaign Director is Master and the other is Dormant, when the master Campaign Director is nonfunctional, the other Campaign Director becomes Master and all operations, except the purging, are resumed.</p>	

**Impact of Campaign Manager failure**

- In case of single server setup, the campaigns in running state continue to run, but the system does not make any new dialing attempts. The agent activities are not impacted, and continue to work as before. The system does not assign new calls to agents as the system does not make any new dialing attempts. The scheduled campaign jobs start as normal, but the system does not make any new dialing attempts. When the Campaign Manager is functional again, the system resumes the dialing and makes new dialing attempts.
- In case of multiple server setup, another running Campaign Manager takes over. The campaign execution is not impacted. All functionality works as before.
- If the Campaign Manager process stops ungracefully, and campaigns are running, then some contacts might be stuck and the campaign will be in running state indefinitely without new attempts being made. You must manually stop such campaigns.

**Impact of database server failure**

- If the database server is nonfunctional, the notification campaigns and imports are stuck.
- Once the database server is functional, the campaign execution resumes. The upcoming scheduled imports and campaign jobs start as scheduled.
- If the import job or campaign job schedule coincides with the time when the database server is nonfunctional, the scheduled import jobs and campaign jobs do not start automatically. The agent can wrapup the existing calls and the system assigns new calls to the agents.
- The agents can consult, conference, and transfer calls with Idle agents, but the agents are not able to wrapup the existing calls.
- When the database server is functional, if you see None in the zone allocation page, you must restart the POM service.

**Impact of application server failure**

- The agent activities are impacted. If the application server is down, the system displays 9007, System error. Please check media server message on the agent desktop for every

command that the agent gives after the application sever is nonfunctional. If the MPP is not reachable, the system displays 9009, "System error. Media server not reachable" message. The system retries all commands coming in from telephony and MPP for 10 minutes. After 10 minutes, whenever the application server is functional, agent might need to relogin.

- The campaign execution is impacted and the system does not make any new dialing attempts.
- All POM shipped applications deployed on the application server do not work.

### **Impact of Media Processing Platform (MPP) failure**

- All agent activities stop. The agent nailing drops and the system moves all agents to Idle or Wrapup state. If the MPP stops ungracefully, the nailing does not drop automatically. The agents must drop the nailing manually. If the MPP stops gracefully, the nailing drops after the grace period expires.
- All voice calls stop. The campaigns continue to run, but when the system makes any new dialing attempts, the system displayNo MPP resources an error message. If the MPP stops gracefully, the voice calls are disconnected after the grace period expires.

### **Impact of EPM or Tomcat failure**

- POM Web services do not work. Any updates through the agent scripts do not work. If the primary EPM or Tomcat is nonfunctional, you cannot perform POM administrative tasks. You can access the POM monitor through auxiliary EPM.
- Some agent activities such as change ownership, consult, leave conference which need changes in telephony session, do not work.
- The campaigns continue to run, but the system does not make any new dialing attempts. The ongoing calls get an attempt time out after 2 minutes. If the EPM or Tomcat service is functional within 2 minutes, the system updates the proper disposition. In case of POM multiple server setup, the auxiliary EPM updates the disposition.

### **Known issues and limitations related to POM database server failure**

If the POM database is not functional when you create, edit, delete, or save campaigns, campaign restrictions, campaign strategies, or data sources then the modified data is lost and the deletion is not successful.

### **Known issues and limitations related to POM server failure**

- In a multiple server configuration, if any one of the POM server is not functional after placing calls and before the call is answered, then only one POM server is used to return the call dispositions. Load balancing by the other POM servers is not applicable while returning the call dispositions.
- If the Campaign Manager of POM server is not functional, then no new job chunks are assigned to that POM server and the Web service module on that POM server is not used by CCXML or custom Avaya Aura® Orchestration Designer applications for updating call disposition by other POM servers.

## Chapter 29: Campaign pacing

Use pacing to control the distribution of number of calls, SMSs, or emails you want the POM system to make or send depending upon availability of the resource like ports, licenses and agents. POM supports time-based and skill-based pacing for call, SMS and email.

POM supports various modes of pacing for agent campaigns such as preview, progressive, and predictive campaign.

### Time-based pacing for automated voice campaigns

Use the time-based pacing to control the number of calls the system makes per second, minute, or hour. You can specify the pacing type in the Call node of the campaign strategy.

### Time-based pacing for SMS campaigns

Use the time-based pacing for SMS to monitor and control the number of SMS the system sends per second, minute, or hour. You can specify the pacing type in the SMS node of the campaign strategy.

### Time-based pacing for email campaigns

Use the time-based pacing for email to monitor and control the number of emails the system sends per second, minute, or hour. You can specify the pacing type in the Mail node of the campaign strategy.

### Skill-based pacing for campaigns

You can use skill-based pacing with Call Center Elite or with Avaya Aura<sup>®</sup> Contact Center (AACC). Skills are monitored using Call Management System (CMS) for Call Center Elite.

#### **Note:**

To use skill-based pacing for campaigns with AACC, configure the skills on AACC. For more information about configuring and creating skills in AACC, see *Avaya Aura<sup>®</sup> Contact Center — Proactive Outreach Manager Integration* documentation.

The inbound skills on Call Center Elite are monitored and are used to control the rate of outbound calls or SMS or emails. You can use the skill based pacing to control the rate of the outbound calls, SMS, or emails based on certain inbound parameters. The parameters are queue length, expected wait time, average speed of answer, and % answered within service levels. You must map the skills from the CMS to the skills created in POM and then POM accordingly varies the outbound call, SMS, or email flow based on the traffic on the inbound skill.

#### **Note:**

To create and run skill based campaigns using Call Center Elite, you must configure RT Socket on the CMS server.

## Call pacing for agent-based campaigns

Call pacing methods are used for agent- based campaigns to control the call rate based on the availability of agents. The pacing methods are:

- **Predictive Expert Calling Ratio:** You can use this method to optimize the use of agents, or manage and change call handling time, or place as many calls as possible during the job. Expert Calling Ratio allows you to change the way POM determines when to place the next call while a job is running.
- **Predictive Cruise Control:** You can use this method if you want to limit abandoned or nuisance calls while maximizing the agent utilization (AU). Cruise control automatically maintains the service level of outbound dialing during a job and connects the calls to agents within a specified time period. During the job, you do not have to monitor or change the call pacing settings. The algorithm tries to maximize the AU while maintaining the service level. So in some extreme conditions such as low hit rate, the AU drops.
- **Progressive:** You can use this method to ensure that for each call that POM launches, an agent is available. This method ensures that nuisance calls are minimal, but also reduces the agent utilization. The pace of the job is slow as the system keeps waiting for an agent. The system does not do over dialing using forecasting as for predictive methods. You can accelerate the pacing by defining the overdial ratio as more than 1. For example, if you set the ratio as 1 , POM launches 1 call for each available agent.
- **Preview:** You can use this method if you want the agent to preview the customer record before dialing. This helps in better customer service.

## Custom pacing for all automated voice campaigns

You can use two Web services for custom pacing. `SetMaxAttemptsCountForTask` and `GetActiveJobTaskIdForTask`. For more information about the Web services, see *Developer Guide for Proactive Outreach Manager*.

## Chapter 30: POM shipped applications

POM gives you seven shipped applications which you can use for different types of campaigns. These applications help you to setup the notifications you want to play when the call is answered. You must define and configure the applications when you install POM. For more information about configuring the applications, refer to the *Implementing Proactive Outreach Manager* guide from <http://support.avaya.com>. After you configure these applications based on your requirement, you can use the applications while creating a campaign strategy for specific campaigns. The applications are:

- AvayaPOMAgent
- AvayaPOMAnnouncement
- Avaya PomDriver
- AvayaPOMNotifier
- Nailer
- AvayaPOMSMS
- AvayaPOMEmail

### **Note:**

All application names are case-sensitive. POM 3.0.1 does not support external load balancers for Nailer and AvayaPomDriver applications.

### **AvayaPOMAgent**

Use AvayaPOMAgent application to transfer the call after playing a recorded welcome message, followed by a simple notification text (TTS). The transfer is blind and the application exits after transferring the call. The notification text is optional for this application. Configure this application as a POM:Application type in EPM with name as AvayaPOMAgent. The welcome message is optional. You can specify the welcome message using configurable application variable (CAV) while configuring the application in EPM. Avaya recommends that you provide a welcome message as there can be some delay in retrieving the notification text in load scenarios. This delay might lead to a silence before the system plays the notification text. A welcome message prevents this silence. The system retrieves the notification text using an internal web service call. If an error occurs in retrieving this text, the application tries the secondary web service URL and then directly jumps to transfer. You can use this application only with a POM campaign and does not work as a standalone application. A special node for this application AvayaAgent is provided in the campaign strategy under *Applications*. Specify the ID of the text and the number to transfer to VDN in the properties for the AvayaAgent node. You can provide tel:AvayaPOMAgent as the destination. If you do so, the calls are transferred to a nailed POM agent instead of VDN. Ensure that you configure the Avaya Aura® Experience Portal system and Campaign Manager properly for transfers before using this

application. You must configure this application in EPM with name as AvayaPOMAgent and no other name works.

You can use two optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number during a call, POM adds the contact record to the POM DNC list. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call.

### **AvayaPOMAnnouncement**

Use AvayaPOMAnnouncement for announcement type of campaigns. You can use the application to play pre-recorded prompts. You must upload the pre-recorded prompts (wav files) using CAV while configuring this application in EPM. Configure this application as a POM:Application type in EPM and with name as AvayaPOMAnnouncement. On the CAV page for this application, you can upload prompts for maximum three different languages. Each language has four prompts. The system plays the four prompts in sequence one after another. Select appropriate language from the list of available language codes and upload respective language prompts for that language using **Browse**. Do not select multiple language codes. The first four prompts on the page are default prompts. These set of prompts are played in sequence one after another if the contact language does not match with any of the selected languages. The first default prompt (Default Prompt 1) is mandatory, rest all prompts are optional. You can use this application only with a POMcampaign and does not work as a standalone application. Add a custom application node for this application in the campaign strategy. Specify AvayaPOMAnnouncement from the drop-down list available for the Application property of the custom node.

You can use a few optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number during a call, POM adds the contact record to the POM DNC list. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call. The DNC Result Prompt is available per language.

### **AvayaPomDriver application**

This is a system application of POM which manages execution of calls for a POM campaign. The application launches the calls and then connects the called party to an appropriate application you specify in the campaign strategy based on the outcome of the call. Configure this application as a POM:Driver type in EPM with name as AvayaPomDriver. Since all POMapplications are child nodes of this application, you need to specify resources like TTS, required by the children applications in the configuration of PomDriverApp in the EPM. You can configure multiple driver applications with same URL, but with different names and resources. Choose right resources required by the campaign by selecting the driver application in the Driver Application property of the Call node in the campaign strategy.

When POM places a successful call, a timer called the 'start of voice detection' is started. The default value is 2000 milliseconds. If the timer does not start or POM does not receive the timer within this duration, it starts the application specified for Human Answer. If POM receives the 'start of voice' timer, it starts another timer called 'live voice timer'. The default value of live voice timer is 1800 milliseconds. If POM does not receive the 'live voice' timer result within this duration, it starts the application given for 'live voice'. If POM receives the 'live voice' timer result immediately, then it

POM shipped applications

starts the application given for 'live voice'. If POM receives the 'live voice' timer result after the application starts, it updates the result in the database. If POM receives the 'Answer Machine' result after the application starts, the application is terminated and the driver application waits for the end of machine greeting. When the driver application receives the 'end of message', it starts the application specified for the answering machine. You can configure the timer value while creating the campaign. If you disable the timers, then POMthe driver waits for result of call classification before starting any application. The maximum wait time for CCA result is 5000 milliseconds, and the driver might treat the call as a silent call or nuisance call. For more information about the timers, refer to [Define campaign page field descriptions](#) on page 46.

## AvayaPOMNotifier

Use AvayaPOMNotifier to play a recorded welcome message followed by a simple notification text (TTS). Configure this application as a POM:Application type in EPM with name as AvayaPOMNotifier. The welcome message is optional. You can provide the welcome message using CAV while configuring this application in EPM. The notification text is retrieved using an internal web service call. If an error occurs in retrieving this text, the application tries the secondary web service URL and if the problem still exists, an error message is played. You can customize the error message using another CAV provided for this application. Avaya recommends that you provide a welcome message as there can be some delay in retrieving the notification text in load scenarios. This delay might lead to a silence before the notification text is played. A welcome message prevents this silence. You can use this application only with a POM campaign and does not work as a standalone application. A special node for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. This application must be configured in EPM with name as AvayaPOMNotifier and no other name works.

You can use two optional CAVs, namely, DNC Digit and DNC Result Prompt for enabling the opt-out mechanism.

The DNC Digit is a number and if the contact presses this number during a call, POM adds the contact record to the POM DNC list. You can mention any number between 0 and 9.

The DNC Result prompt is a wav file that POM plays out to the contact on successful addition to the DNC list by pressing the DNC Digit while on call.

## Nailer

Use Nailer application to manage the agent nailing session. Configure this application as a POM:Nailer type in EPM with name as Nailer. In order to use the Nailer application for campaigns, specify the Nailer application in the campaign strategy. In order for the Agent Manager to work correctly, you must configure at least one Nailer and one Driver application in the EPM. POM maintains one nailing session for one agent. If you want to play TTS prompts in the hold application, you must configure a TTS in the Nailer application.

### Note:

You must configure minimum one nailer application and one driver application on a POM system for every zone. You must configure at least one application with the name "Nailer" and "PomDriverApp" respectively as with POM:Nailer and POM:Driver type. All application names except PomDriverApp and Nailer are case-sensitive.

## AvayaPOMSMS

Use AvayaPOMSMS to send an SMS. Configure this application as a SMS type in EPM with name as AvayaPOMSMS. POMcampaign and does not work as a standalone application. A special node

for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. You must configure this application in EPM.

### **AvayaPOMEmail**

Use AvayaPOMEmail to send an email message. Configure this application as a email type in EPM with name as AvayaPOMEmail. POMcampaign and does not work as a standalone application. A special node for this application AvayaNotify is provided in the campaign strategy under *Applications*. Specify the ID of the text in the TextId property of the AvayaNotify node. You must configure the application in EPM.

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